



INDeX Wallboard Manager User Manual



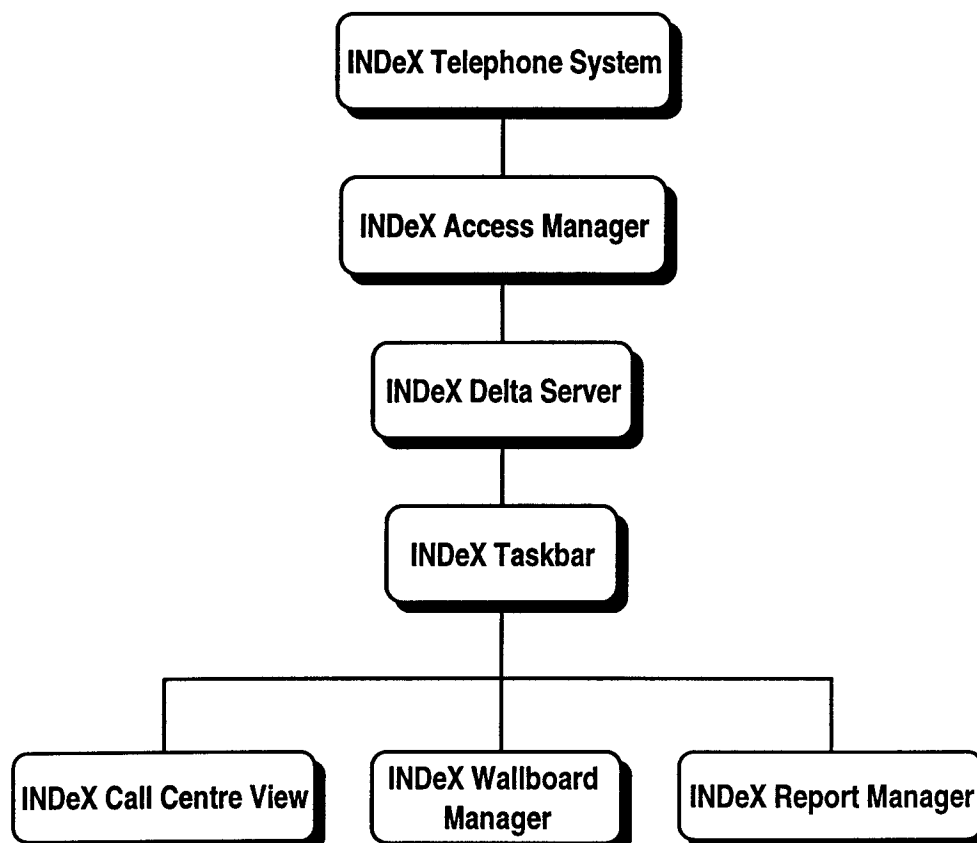
Contents

Introduction.....	3
General	3
INDeX Wallboard Manager	4
INDeX Taskbar.....	6
General	6
INDeX Wallboard Manager User's Access Level restrictions	9
Starting INDeX Wallboard Server.....	10
General	10
INDeX Wallboard Server Main Screen	12
Change Language.....	13
Exit INDeX Wallboard Server	13
Starting INDeX Wallboard Client.....	14
General	14
Managing INDeX Wallboard Client.....	17
Message Administration.....	19
General	19
Add Message	20
Edit Message	27
Delete Message	29
Scheduling Messages.....	30
General	30
Devices	40
General	40
Install New Wallboard.....	40
Wallboard Properties.....	42
Alarm Messages.....	45
General	45
Add Alarm Message	45
Edit Alarm Message	47
Delete Alarm Message	49
Alarm Setting.....	50
General	50
Alarm Message	51
Standard Message	53
Index	55

Introduction

General

INDeX Call Centre Manager (CCM) provides the user with the necessary tools to facilitate the management of call traffic. The diagram shows the concept of this call centre:



This call centre consists of the following components:

- **INDeX Telephone System:** The telephone system must be an INDeX system with Level 8 software.
- **INDeX Access Manager:** This is the only application connected to the INDeX Telephone System (using a serial cable or if present, via the CT Server cassette) by the means of a bi-directional CTI link. The Access Manager acts as the gateway to the INDeX Telephone System.
- **INDeX Delta Server:** This application communicates with the Access Manager to enable the INDeX CCM Modules have access to the INDeX Telephone System's database (in real Time).
- **INDeX Call Centre View (INDeX CCV):** This application communicates with the Delta Server to enable the user to monitor, in real time, all aspects of call centre activity.
- **INDeX Wallboard Manager:** This application communicates with the Delta Server enabling the user to display selected call centre activity on wallboard device(s).
- **INDeX Report Manager:** This application communicates with the Delta Server to enable the user to schedule the available standard reports.

INDeX Wallboard Manager

INDeX Wallboard Manager provides the ability to monitor, in real time, the service being provided to customers and display information on customer service metrics such as number of calls waiting, waiting call queue length and Service levels.

The INDeX Wallboard Manager application comprises of two elements:

- INDeX Wallboard Server
- INDeX Wallboard Client (max 9)

This provides a maximum of 10 users accessing the Wallboard Manager for adding editing, deleting database messages and scheduling them.

Access to the full operation of the INDeX Wallboard Manager application depends upon the User Level you have logged on within the INDeX Taskbar.

INDeX Wallboard Client does not support the following features:

- a) Edit Message
- b) Delete Message
- c) Add, Edit and Delete Alarm Messages
- d) Format Alarm Messages
- e) Add and configure Wallboard Devices

The INDeX Wallboard Manager application is used in conjunction with the INDeX Access Manager, enabling you to display messages on to a wallboard device. A message can be written in two formats:

- text only message (e.g. Welcome to Lucent Technologies); or
- text incorporating variable data.

Variable Data is information received from INDeX via Access Manager. (e.g. No of Calls Waiting).

Each message has to be Scheduled accordingly, to be displayed on to a wallboard device. When you are scheduling a message you need to consider the following:

- a) when to send the message (immediately or preset day and time);
- b) the duration of the message to be displayed;
- c) how important the message is (i.e. its priority level);
- d) how often to display the message (i.e. only once or repeatedly);
- e) if message incorporates variable data, then which directory number;
- f) which wallboard device.

The INDeX Wallboard Manager application also enables you to write alarm messages, which can be accessible from other applications, e.g. INDeX Call Centre View. The Alarm Messages received from INDeX Call Centre View are classified as Emergency, Alarm and Standard alarms. Their individual priority level is already set within the Wallboard Manager application.

Up to 32 different wallboard devices can be connected to the PC that is running the INDeX Wallboard Server application. These devices are added and configured individually.

Using This Manual

This manual is divided into the following sections:

- Starting INDeX Wallboard Server application
- INDeX Wallboard Server Main screen
- INDeX Wallboard Client Main screen
- Starting Wallboard Client
- Add/Edit/Delete messages
- Schedule message
- Add/Configure Wallboard Device(s)
- Add/Edit/Delete Alarm messages
- Configure the text format of the Alarm messages received from the INDeX Call Centre View application.

The INDeX Wallboard Manager (Server & Client) application uses a wizard. A wizard is a series of presentations, displayed in a secondary window, which guides you through the application. Simply follow the instructions on each screen, selecting the options you require.

The Wallboard Manager uses standard Windows controls, symbols, clicks and keystrokes. Though this manual focuses on using the Wallboard Manager with a mouse, you can still use the standard Windows keyboard short cuts.

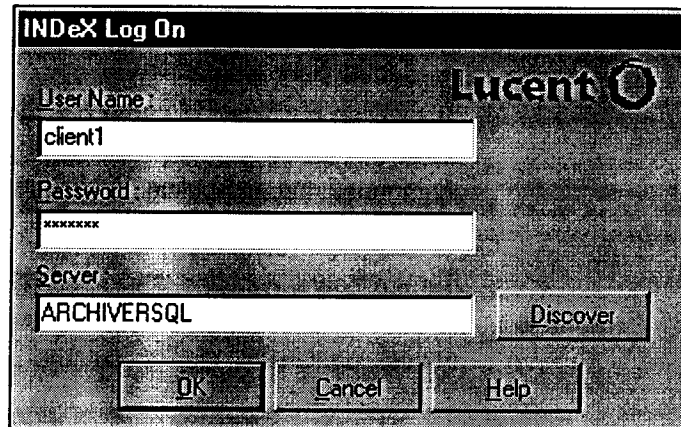
INDeX Taskbar

General

INDeX Taskbar provides the ability to launch the INDeX CCM applications. The INDeX Taskbar also provides a built in security through a logon procedure, i.e. you must log on to the INDeX Taskbar before launching the INDeX CCM applications.

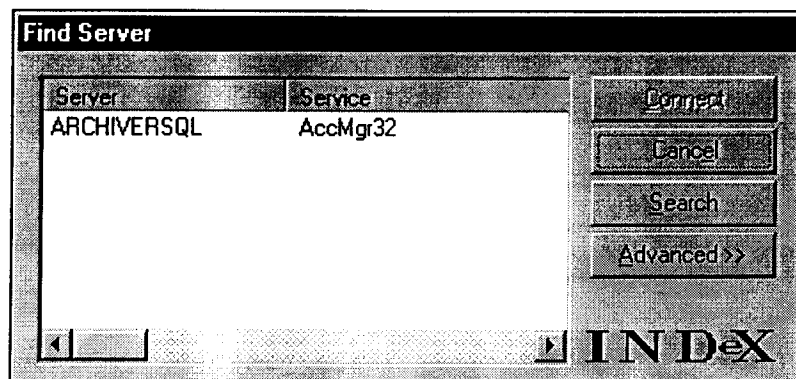
Log on to the INDeX Taskbar

1. From the INDeX Taskbar click , the following screen appears:



The INDeX Log On dialog box features the Lucent logo in the top right corner. It contains three input fields: 'User Name' with the text 'client1', 'Password' with masked characters 'XXXXXXXX', and 'Server' with the text 'ARCHIVERSQL'. To the right of the 'Server' field is a 'Discover' button. At the bottom are three buttons: 'OK', 'Cancel', and 'Help'.

2. Enter your Name and Password. If known, enter the name of the Delta Server and then click OK.
3. However if you **do not know** the name of the Delta Server, click Discover, the Search screen appears, followed by the Find Server screen, which indicates the INDeX Taskbar has located the available Delta Server(s):



The Find Server dialog box displays a table with two columns: 'Server' and 'Service'. The first row shows 'ARCHIVERSQL' under 'Server' and 'AccMgr32' under 'Service'. To the right of the table are four buttons: 'Connect', 'Cancel', 'Search', and 'Advanced >>'. The INDeX logo is visible in the bottom right corner.

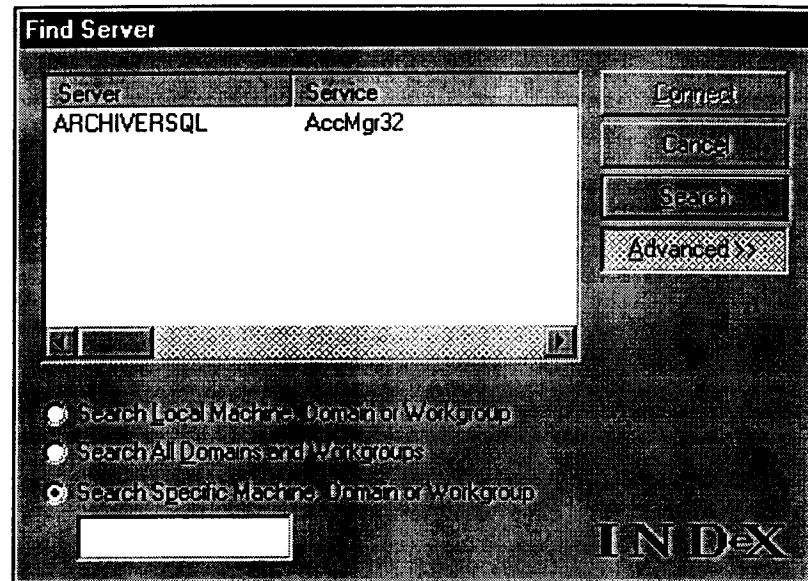
Server	Service
ARCHIVERSQL	AccMgr32

4. Select the required Delta Server, then click Connect.

Note

There will be only one Delta Server per INDeX Telephone System.

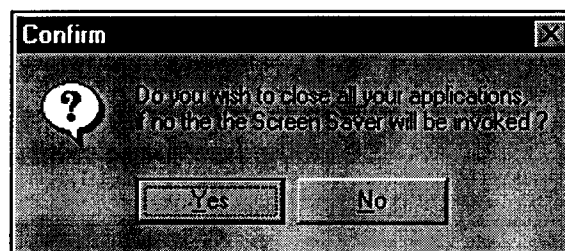
5. If the required Delta Server is not listed, then click *Advanced*, the following screen appears:



6. Select one of these options, then click *Search*.
 - ☐ Search Local Machine, Domain or Workgroup;
 - ☐ Search All Domains and Workgroups;
 - ☐ Specific Machine, Domain or Workgroup, then type the name of the Delta Server.
7. From the listed Delta Server(s) select the required one, then click *Connect*.

Log off from the INDeX Taskbar

1. From the INDeX Taskbar click , the following screen appears:

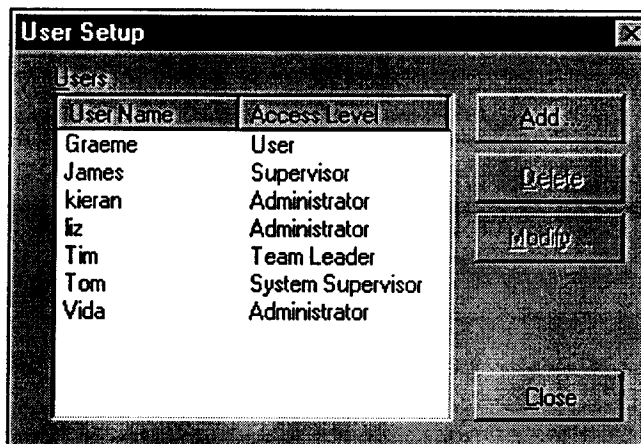


2. Click Yes/No as required.

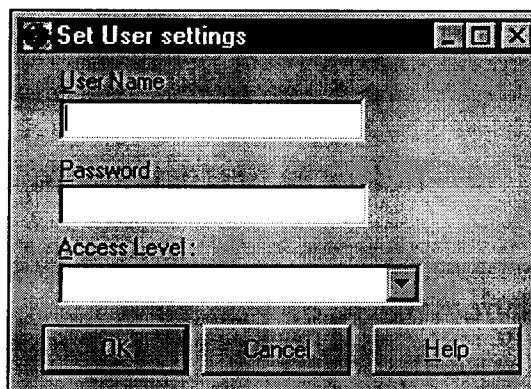
Add Users from the INDeX Taskbar

To Add Users, from the INDeX Taskbar, you must log on as a User with Access Level of Administrator.

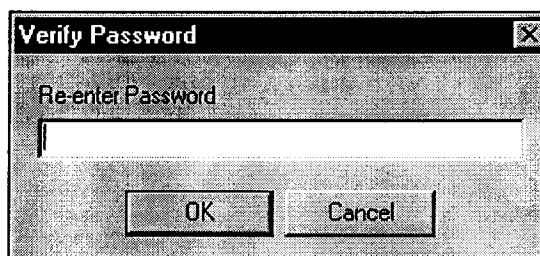
1. Using the right hand button of the mouse, click on the INDeX Taskbar and select **User Set Up**, the following screen appears:



2. Click **Add**, the following screen appears:



3. Enter a User's Name and specify a Password.
4. Click the pull down arrow and select the appropriate Access Level for the User. Click **Ok**, the following screen appears:



5. Enter the Password again, click **Ok**.
6. Repeat the above for all the Users, individually.

INDeX Wallboard Manager User's Access Level restrictions

The availability of INDeX Wallboard Manager features for each User, depends upon the Access Level of the User specified from the INDeX Taskbar. The following table illustrates these features for every Access Level:

Set Up Option	Administrator	System Supervisor	Supervisor	Team Leader
Create Messages	Y	Y	N	N
Schedule Messages	Y	N	N	N
Modify Messages	Y	N	N	N
Delete Messages	Y	Y	N	N

Starting INDeX Wallboard Server

General

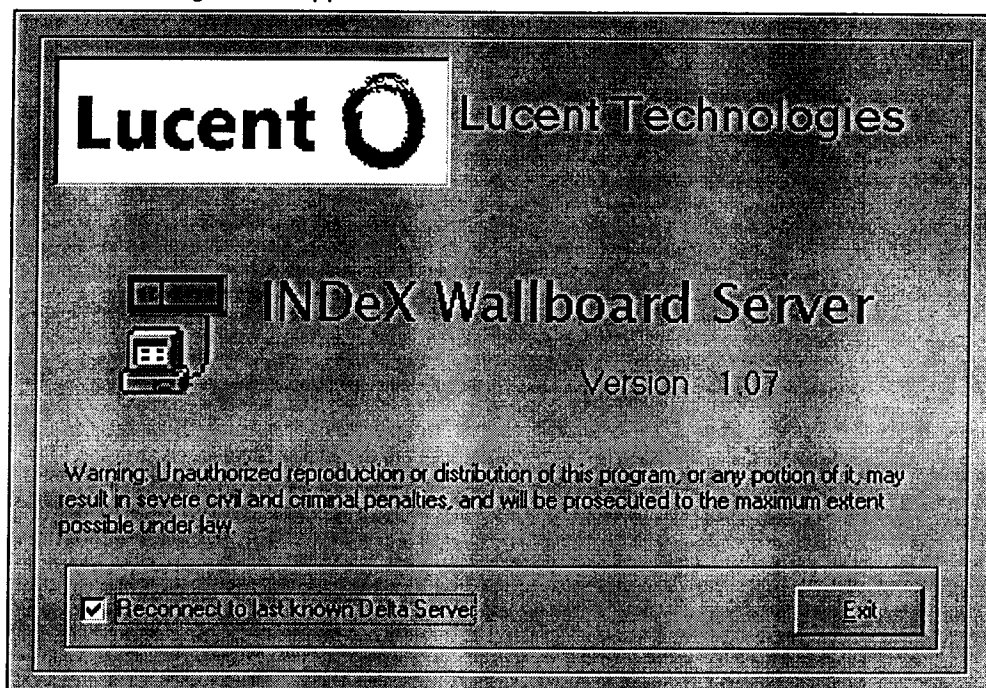
Before starting the INDeX Wallboard Manager (Server), ensure that you have logged on with your User name and also the Delta Server is running, otherwise see the System Administrator.

You can launch INDeX Wallboard Server in two ways:

1. From the INDeX Taskbar, click the Wallboard Server icon, ,

Alternatively;

1. Click the Start button on the Windows NT/95 taskbar, point to the Programs menu and click **INDeX Wallboard Server** from the **INDeX CCM** command, the following screen appears:



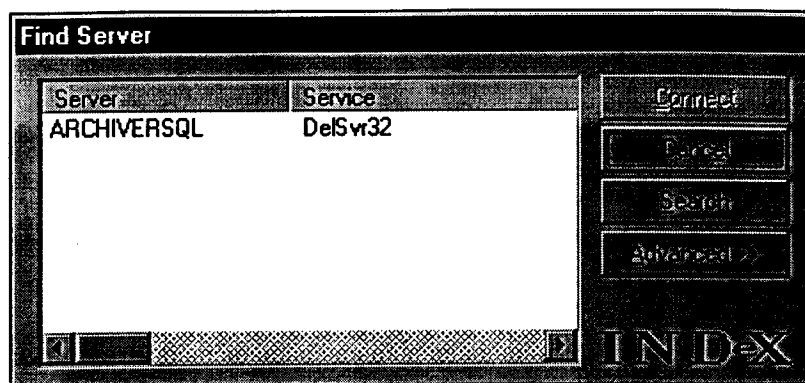
Every time you start and/or exit the INDeX Wallboard Sever, the internal buzzer within the wallboard device(s) is triggered whilst resetting the wallboard device(s).

If you are **NOT** using the INDeX Wallboard Server for the first time, and the "*Reconnect to last known Delta Server*" option is selected then it will automatically connect to the last Delta Server.

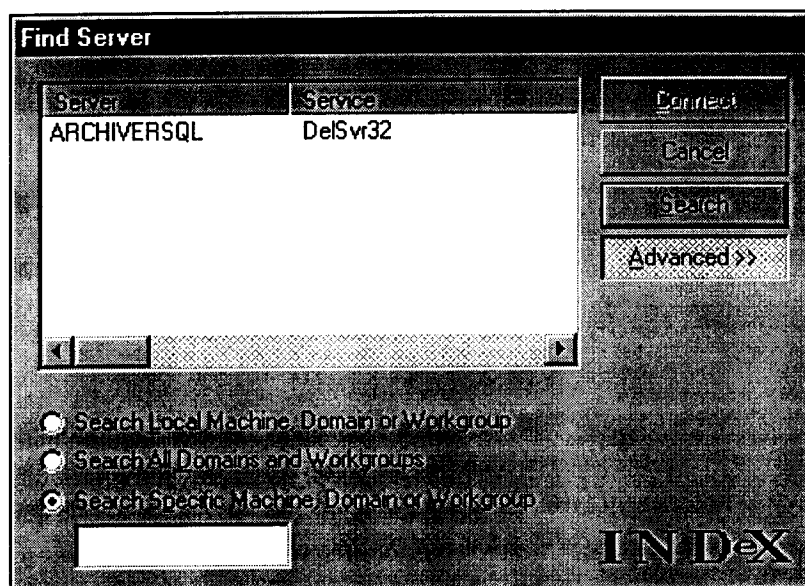
However, if you **are** using the INDeX Wallboard Server for the first time and also if the "*Reconnect to last known Delta Server*" option is not selected, then the Search screen appears to indicate the INDeX Wallboard Server is searching for the Delta Server(s).

Click *Exit* to stop the Wallboard Server running.

2. Once it has located the Delta Server(s), the following screen appears:



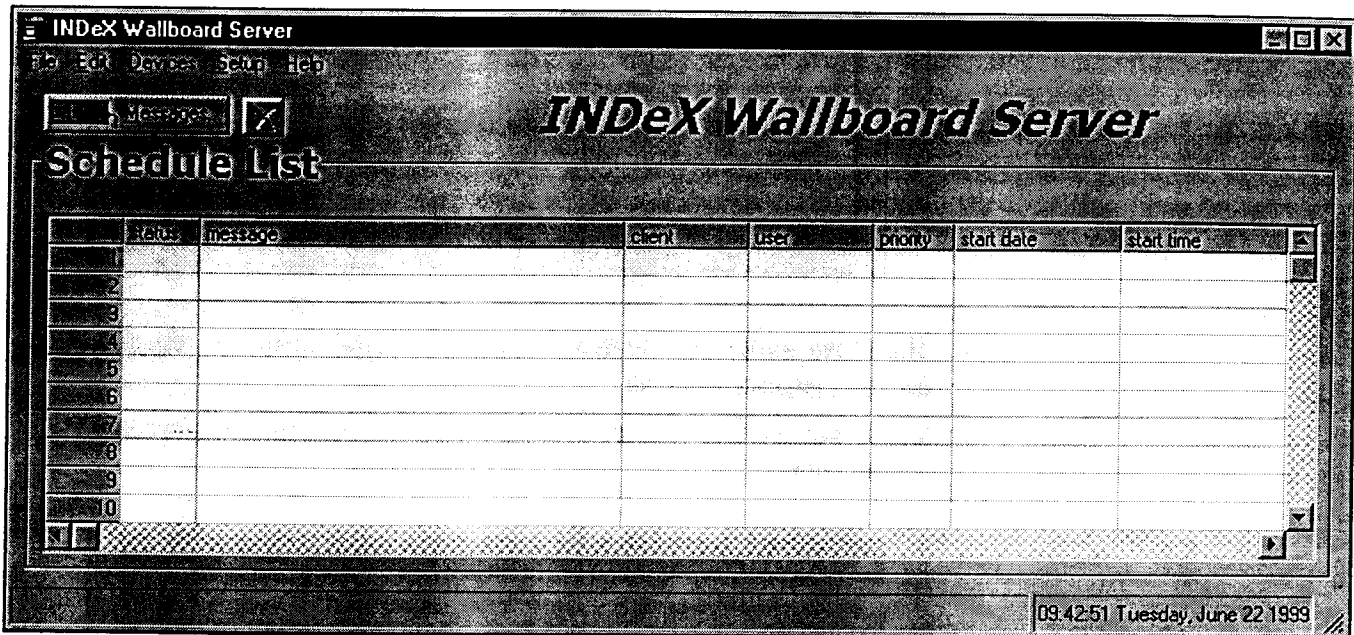
4. The above screen lists the available Delta Server(s). Select the required Delta Server, then click *Connect*.
5. If your required Delta Server is not listed, then click *Advanced*, the following screen appears:



6. Select one of these options, then click *Search*.
 - ☐ Search Local Machine, Domain or Workgroup;
 - ☐ Search All Domains and Workgroups;
 - ☐ Search Specific Machine, Domain or Workgroup, then type the name of the Access Manager
7. From the listed Access Manager(s) select the required one, then click *Connect*.

INDeX Wallboard Server Main Screen

The Scheduled messages are listed on the main INDeX Wallboard (Server) screen. It displays the number of Scheduled Messages, their individual status and settings.



The command buttons on the tool bar are also available from the menu bar:



– For Add, Edit, Delete and Schedule Messages



– Delete Scheduled Messages

Schedule List

The scheduled messages are listed on this screen. A total number of 100 messages can be scheduled. To display the messages, click or of the scroll bar, or drag along the scroll bar. To display the fields for each message, click or of the scroll bar, or drag along the scroll bar.

Status **Active** indicates the Scheduled Message is being displayed on the wallboard device, however this depends upon the priority level of the message.

Status **Inactive** indicates the Scheduled Message is not currently displayed on the wallboard device.

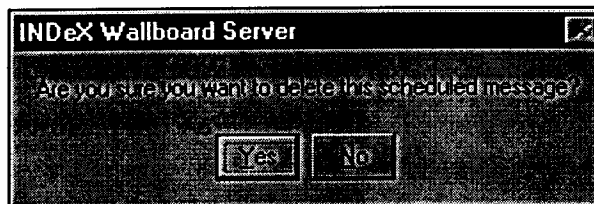
Delete Scheduled Messages

Any User may delete messages from the Schedule List where those messages have been scheduled by the respective User or lower Access Level.

A User may **Not** delete messages scheduled by peers or Users of a higher Access Level.

The Delete  button is enabled once you have selected a Scheduled Message.

To delete Scheduled Message(s), select the message, then click .



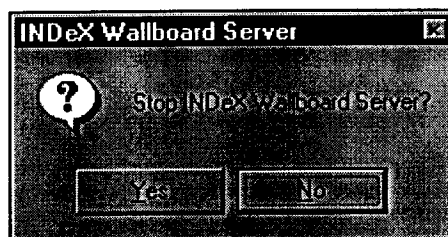
1. Click Yes to Delete the selected scheduled message.
2. Click No to close the dialog box.

Change Language

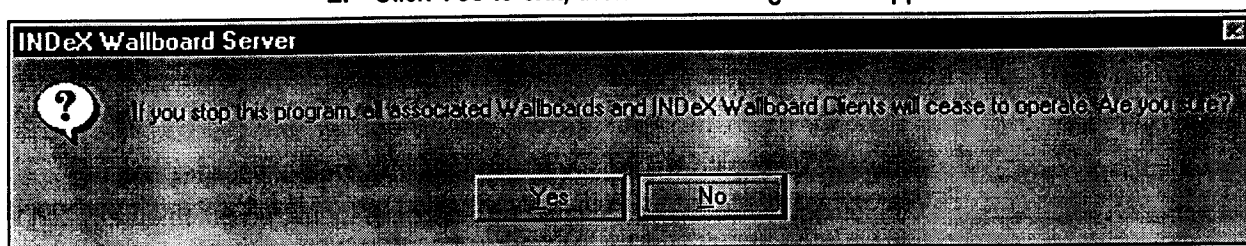
From the **Setup** menu, select **Language** and then select the required language, the Wallboard Server will automatically change to the selected language.

Exit INDeX Wallboard Server

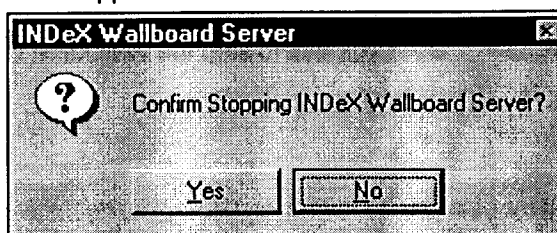
From the **File** menu, select **Exit**, the following screen appears:



1. Click No to remain in the INDeX Wallboard Server application.
2. Click Yes to exit, then the following screen appears



3. Click No to remain in the INDeX Wallboard Server.
4. If you select Yes, the INDeX Wallboard Server will automatically terminate the operation of the INDeX Wallboard Clients as well as the Wallboard devices and the following screen appears:



5. Click No to remain in the INDeX Wallboard Server.
6. Click Yes, to exit from the INDeX Wallboard Server.

Starting INDeX Wallboard Client

General

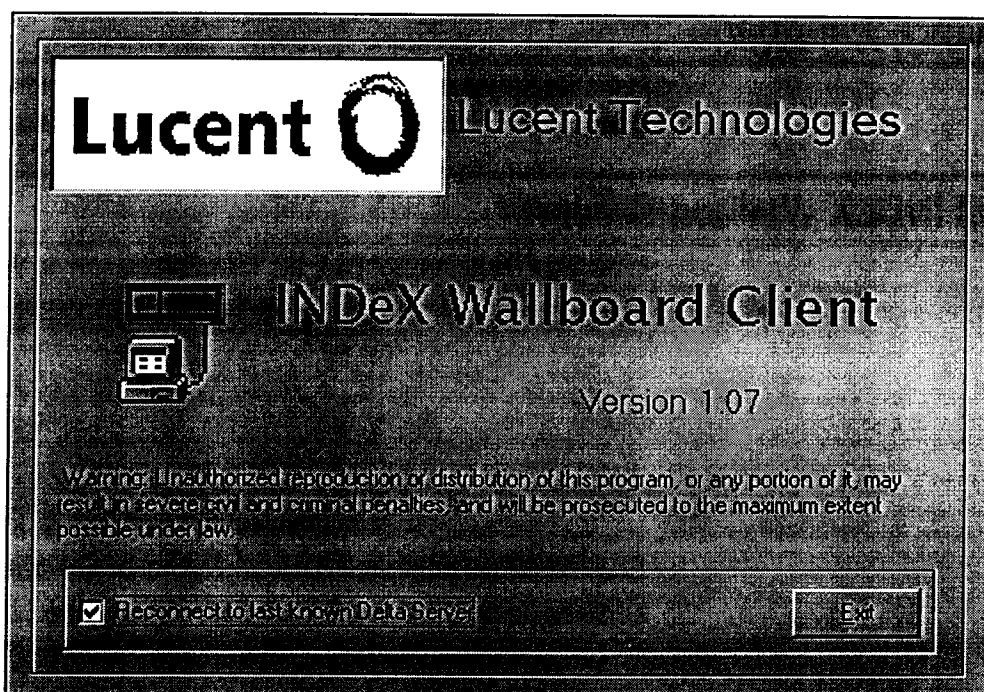
Before starting the INDeX Wallboard Client, ensure that both the Delta Server and INDeX Wallboard Server are running, otherwise see the System Administrator of your site. Also ensure you have logged on to the INDeX Taskbar with your User name and Password.

You can launch INDeX Wallboard Server in two ways:

1. From the INDeX Taskbar, click the Wallboard Client icon ,

Alternatively;

1. Click the Start button on the Windows 95 taskbar, point to the Programs menu and click **INDeX Wallboard Client** from the **INDeX CCM** command, the following screen appears:

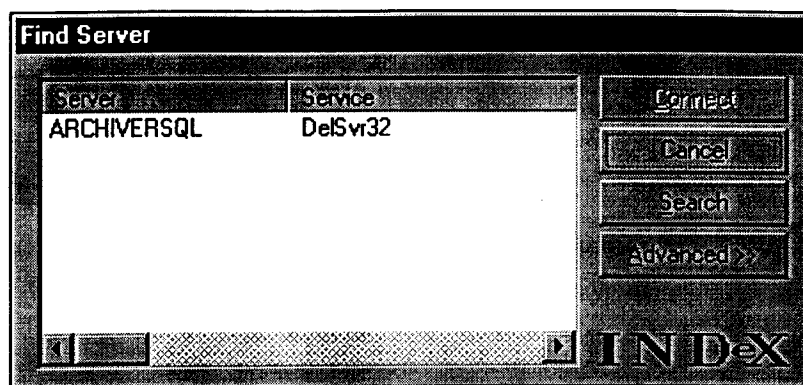


If you are **NOT** using the INDeX Wallboard Client for the first time and the **"Reconnect to last known Delta Server"** option is then it will automatically connect to the last Delta Server and the INDeX Wallboard Server.

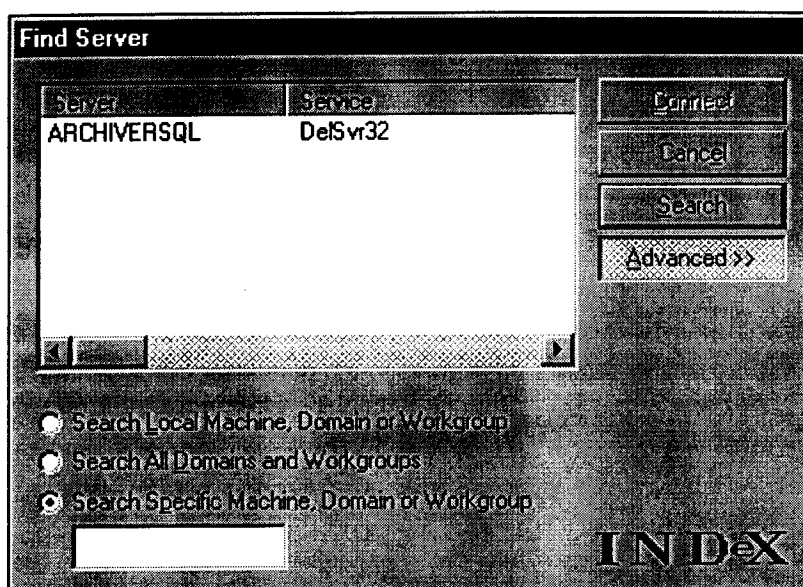
However, if you are using the INDeX Wallboard Client for the first time and also when the **"Reconnect to last known Delta Server"** option is not selected then the Search screen appears to indicate the INDeX Wallboard Client is searching for the Delta Server(s).

Click *Exit* to stop the Wallboard Client running.

2. Once it has located the Delta Server(s), the following screen appears:

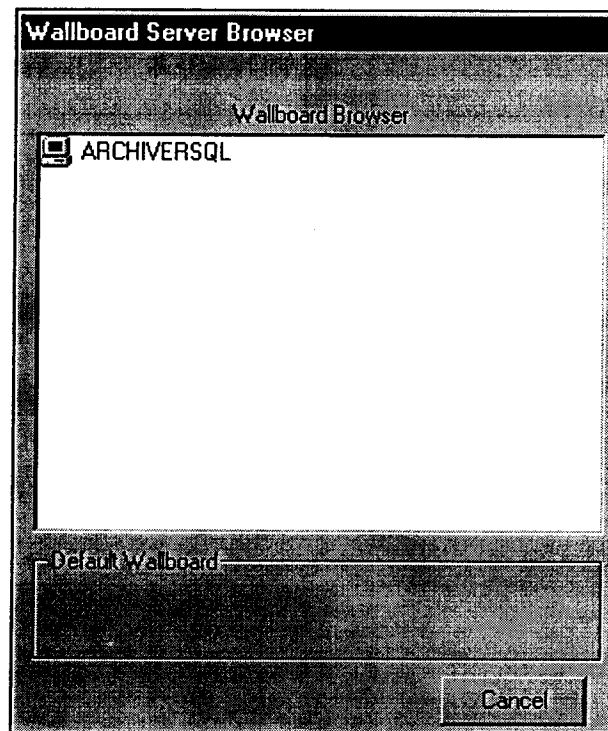


3. The above screen lists the available Delta Server(s). Select the required Delta Server, then click *Connect*.
4. If your required Delta Server is not listed, then click *Advanced*, the following screen appears:



5. Select one of these options, then click *Search*.
 - ☐ Search Local Machine, Domain or Workgroup;
 - ☐ Search All Domains and Workgroups;
 - ☐ Search Specific Machine, Domain or Workgroup, then type the name of the Access Manager.

6. From the listed Delta Server(s) select the required one, then click *Connect*, then the following screen appears which enables you to connect to an INDeX Wallboard Server:



7. This screen list the available Wallboard Servers on the network. Double click the required Wallboard Server.

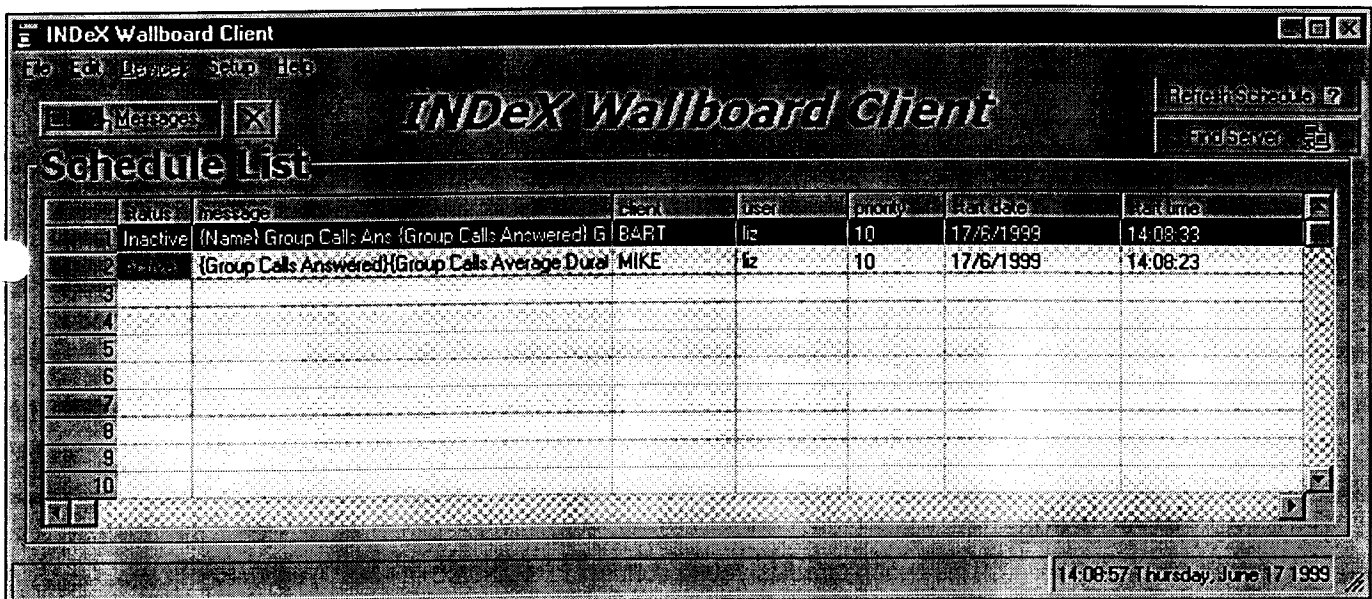
The INDeX Wallboard Client Main Screen appears which enables you to Add Messages to the database, Schedule Messages, Delete Scheduled Messages, Refresh Scheduled Messages and if required connect to a different INDeX Wallboard Server

Managing INDeX Wallboard Client

Using the INDeX Wallboard Client you can:

- "Add Message" on page 20
- "Scheduling Messages" on page 30
- "Delete Scheduled Messages" on page 18
- "Refresh Schedule" on page 18
- "Find Server" on page 18.

The Scheduled messages are listed on the main INDeX Wallboard Client screen. It displays the number of Scheduled Messages, their individual status and settings.



The command buttons on the toolbar are:

- Enables you to Add and Schedule Messages
- Deletes the selected Scheduled Message
- Receives an update listing of the Scheduled messages from the INDeX Wallboard Server. It is automatically refreshed every 30 seconds.
- Finds and lists all available INDeX Wallboard Servers to which the INDeX Wallboard Client may connect.

Schedule List

The scheduled messages are listed on this screen. A total number of 100 messages can be scheduled. To display the messages, click or of the scroll bar, or drag along the scroll bar. To display the fields for each message, click or of the scroll bar, or drag along the scroll bar.

Status **Active** indicates the Scheduled Message is being displayed on the wallboard device, however this depends upon the priority level of the message.

Status **Inactive** indicates the Scheduled Message is currently not displayed on the wallboard device.

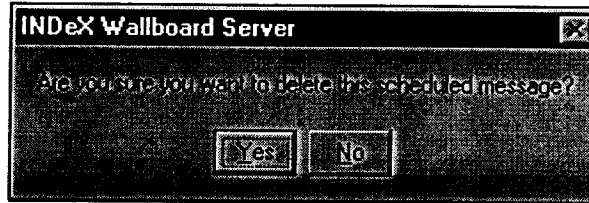
Delete Scheduled Messages

Any User may delete messages from the Schedule List where those messages have been scheduled by the respective User or lower Access Level.

A User may **Not** delete messages scheduled by peers or Users of a higher Access Level.

The Delete  button is enabled once you have selected a Scheduled Message.

To delete Scheduled Message(s), select the message, then click .



1. Click Yes to Delete the selected scheduled message.
2. Click No to close the dialog box.

Refresh Schedule

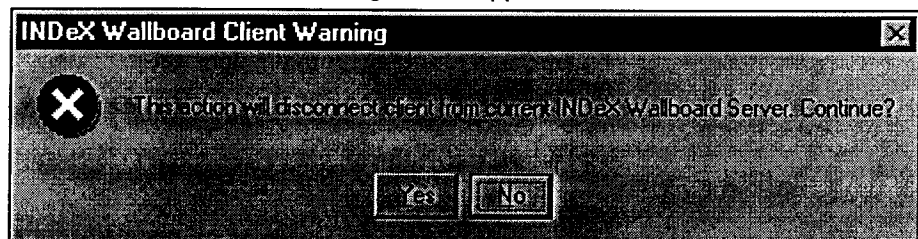
By default the Scheduled Messages are updated every 30 seconds. However if there are more than one INDeX Wallboard Client connected or there are several Scheduled Messages, then this delays the process of updating the Scheduled Messages of every INDeX Wallboard Client on the network.

To receive an up to date list of the Scheduled Messages from the INDeX Wallboard Server, click *Refresh Schedule*.

Find Server

This option enables you to connect to a different INDeX Wallboard Server.

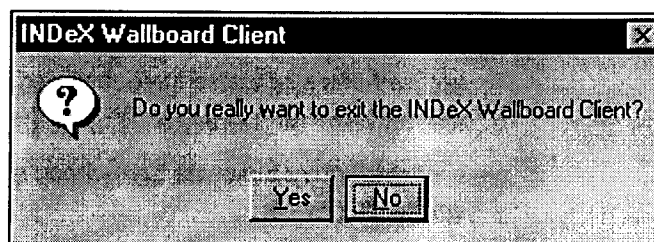
1. Click *Find Server*, the following screen appears:



2. Click *No* to remain connected to the current Server.
3. To connect to a different Server, click *Yes*, and follow steps 6 and 7 detailed in "Starting INDeX Wallboard Client" on page 14.

Exit INDeX Wallboard Client

From the **File** menu, select **Exit**, the following screen appears:



1. Click *No* to remain in the INDeX Wallboard Client application.
2. Click *Yes* to terminate the application.

Message Administration

General

This section details the Message, options within the INDeX Wallboard Manager application.

The options are:

- Add Message
- Edit Message
- Delete Message
- Schedule Message

Note

The INDeX Wallboard Client does not support the Edit and Delete Message options.

Wizards

When you select a command button, a wizard screen appears so that you can set your options. Follow the instructions on the screen, selecting your required options.

Command buttons on each wizard screen are:

Back – To redefine any of your setup options;

Next – To proceed to the next step;

Cancel – To close the screen without making any changes;

Update – To complete and save your message;

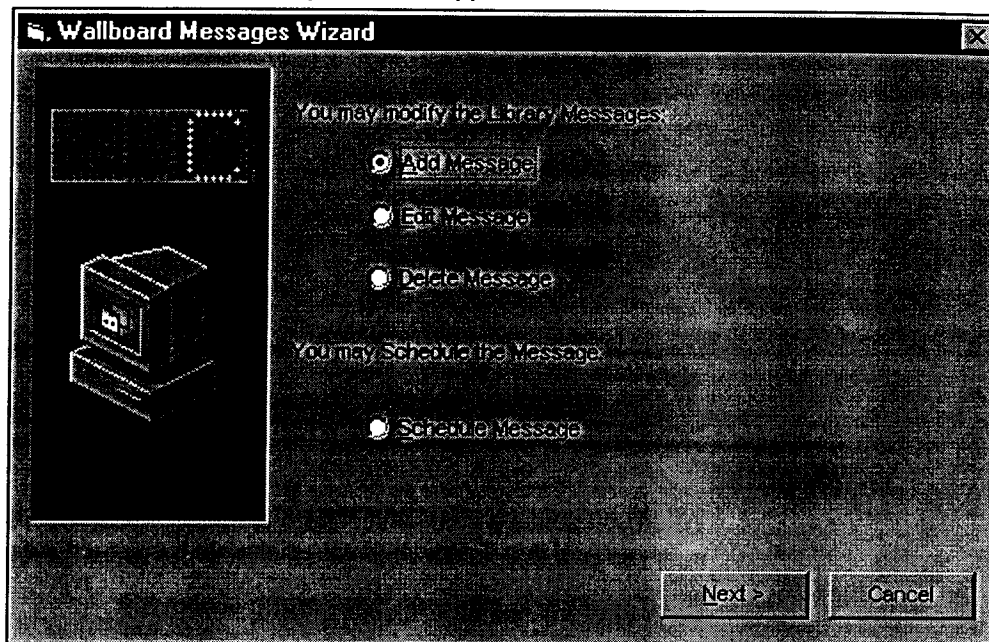
Finish – To end the wizard.

Wizard screen toolbar buttons are provided with ToolTips. To learn the function of a toolbar button, move the cursor over it. A message appears describing the button's function.

Add Message

This section enables you to write message(s) and include them in the Library Messages database.

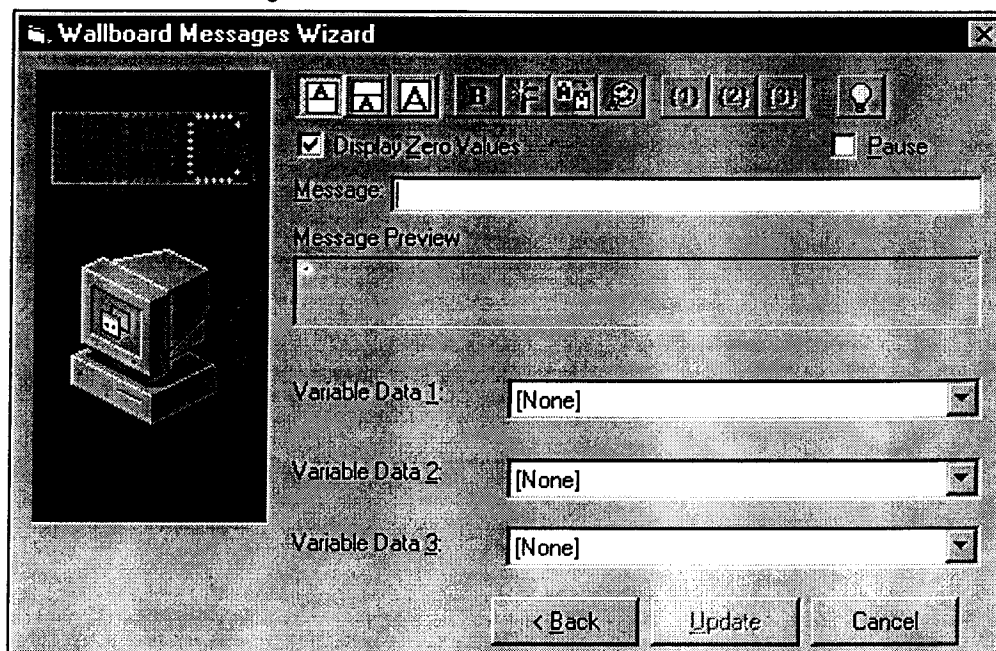
1. From the INDeX Wallboard Server main screen, click **Messages**, the Wallboard Messages Wizard appears:



Note

When you are using the INDeX Wallboard Server/Client for the first time then only Add Message option is available, as there are no messages in the library database. Also, if all the messages in the library database are deleted, then only Add Message option will be available.

2. By default, **Schedule Message** is selected. Click **Add** and then **Next** to proceed to the following screen:



Prior to typing a message, you must select the format of the characters and the colour of the message on the wallboard device.

A message can either be ordinary text or text incorporating Variable Data.

Preview Message

Message Preview displays the entire message, so you can adjust the message's layout prior to it being displayed on the wallboard device. It also shows the selected colour of the text. If the message is longer than the width of the Message Preview text box, then a horizontal scroll bar appears. Click  or , or drag  along the scroll bar to view the whole message.

Format Text

When writing a message (Max 100 characters), you can apply character formats to the text (e.g. bold, or top line, etc.) by using the buttons.

You can specify whether to display text on the top line or bottom line (single height), or double height of a wallboard device. It is possible to display two (single height) messages at once.

1. To format the characters, click the option(s) as required i.e.:

 (Bold),  (Flashing) and  (Inverse).

2. To alter the display line of text, click  (Top line),  (Bottom line) and  (Double Height). By default (Top line) is selected.
3. To delete a character, use the Delete or Backspace button on the keyboard.

Note

It is not possible to format a single word with Bold as this feature affects the whole message.



Relay – This will trigger the external device(s) (e.g. light) whilst the message is being displayed on wallboard device(s).

The following table details the text format for the number of characters that it is possible to display on wallboard device(s):

Line	Bold	Inverse	Flashing	Characters
Top	Off	Off	Off	22 Characters
	On	Off	Off	11 Characters
	On	On	On	11 Characters
	On	On	Off	11 Characters
	Off	Off	On	22 Characters
	Off	Off	On	22 Characters
	Off	On	Off	22 Characters
Bottom	Off	Off	Off	22 Characters
	On	Off	Off	11 Characters
	On	On	Off	11 Characters
	On	On	On	11 Characters
	Off	On	Off	22 Characters
	Off	On	On	22 Characters
	Off	On	On	22 Characters
Top & Bottom	Off	Off	Off	22 Characters
	On	Off	Off	11 Characters
	On	Off	Off	11 Characters
	On	On	Off	11 Characters
	On	On	On	11 Characters
	Off	On	Off	22 Characters
	Off	On	On	22 Characters
Double	Off	Off	Off	11 Characters
	On	Off	Off	5 Characters
	On	Off	On	5 Characters
	On	On	On	5 Characters
	Off	On	Off	11 Characters
	Off	On	On	11 Characters
	Off	Off	On	11 Characters

If a message can not fully be displayed on a wallboard device, it is automatically scrolled off the wallboard which supersedes the Appear and Disappear features.

Display Zero Values

If you do not wish to display a Variable Data when its value is zero, then click ☒ associated with Display Zero Values.

☒ Display Zero Values – indicates 0 (zero) values will be displayed on the wallboard device;

☐ Display Zero Values – indicates 0 (zero) values will not be displayed on the wallboard device.

Note

This option has no effect on a Scheduled Message with Priority Level 10 (i.e Chained Messages), as the 0 (zero) value will always be displayed on the wallboard device(s).

Pause Message

This option creates a delay of 2 seconds between **scrolling** messages

If you wish for a delay between scrolling messages, then click ☒ associated with Pause.

☒ Pause – indicates 2 seconds delay between scrolling messages;

☐ Pause – indicates No delay between scrolling messages. (Default setting)

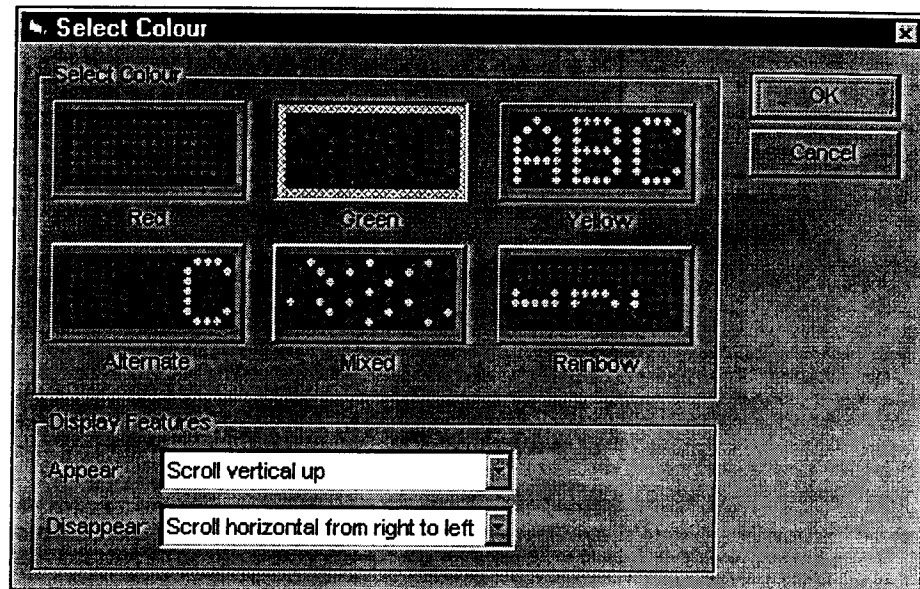
Note

This is only valid for messages whose Appear/Disappear features are set to scrolling.

Message Display Setup

You can also specify the colour as well as the display features (i.e. how the message appears and disappears from the wallboard device) of the characters on the wallboard device. These features must also be selected prior to typing the text.

1. To change the colour as well as the display features of the characters on the wallboard device, click . The following screen appears:



2. By default, Green is selected. To change the colour, click any of the colour options.
3. To change the visual effect of the characters (i.e. **Display Features**) as they **Appear** on the wallboard device, click the pull down arrow for the available options. Select the required feature.
4. To change the visual effect of the characters (i.e. **Display Features**) as they **Disappear**, from the wallboard device, click the pull down arrow for the available options. Select the required feature.

Note

Some of the Appear Features will not be displayed on the wallboard devices correctly due to text formatting (e.g. Uppercase letters, Bold, Double Height, etc.)

5. When finished, click *OK*.
6. To close the screen without making any changes click *Cancel*.

Variable Data

Each message can contain text incorporating Variable Data. Variable Data is directory number information received from INDeX. Up to 3 Variable Data can be associated with a message. In the Message text box and Message Preview the text between { } indicates you have selected Variable Data.

1. To include the first **Variable Data**, click  associated with **Variable Data 1**, which enables the first Variable Data . Select the required option from the list, then click  to incorporate with the text.

Variable Data 1	Name	
Variable Data 2	State	
Variable Data 3	PCA	

2. Repeat step 1 for **Variable Data 2** and **3**.

The **Variable Data** options are:

Title	Description
Answered	Number of calls answered
Average Answer Time	Average time taken to answer a call
Calls Waiting	Number of calls waiting to be answered
GOS	Grade of Service
Group Activity Status	Shows the current group status of the Directory Number (i.e. In Group or Out of Group)
Group Call Answered	Number of calls answered by respective agent on behalf of respective group
Group Calls Average Duration	Average duration of calls answered by respective agent on behalf of respective group
Longest Waiting Call	Time of longest waiting call
Lost	Number of calls lost
Name	Directory number Name
Outgoing	Number of outgoing calls (including failed calls)
PCA	Percentage Call Answered
New I/C presented	Number of new incoming calls presented
State	Shows the current status of the directory number

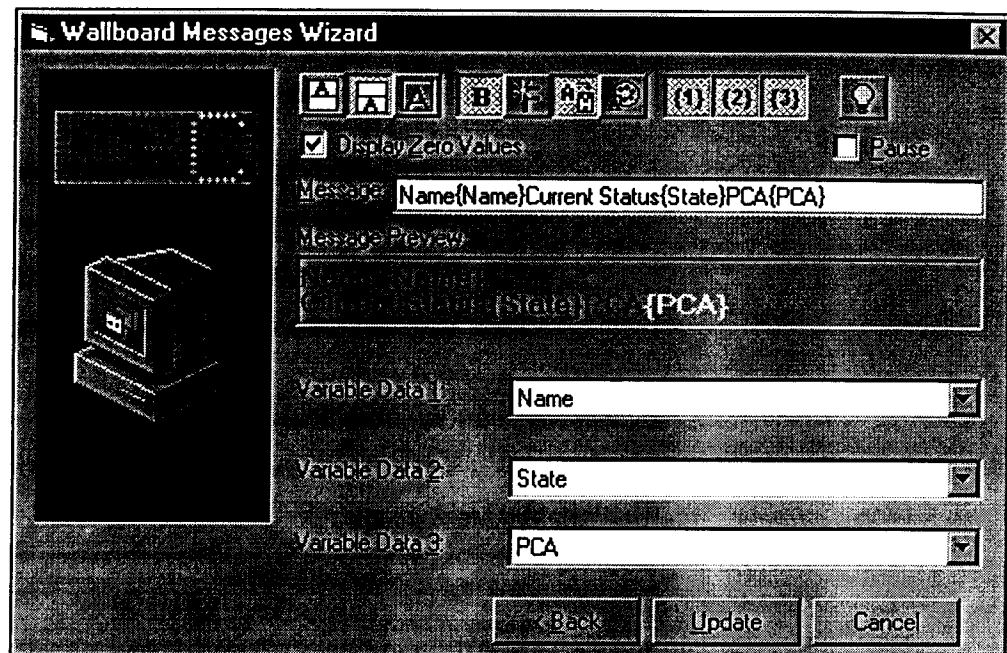
Update Message

Click Update, to add the message to the list of Messages. The wizard is rotated to the first screen of Wallboard Messages Wizard.

An illustration of a Message

The following screen demonstrates an example when writing a message:

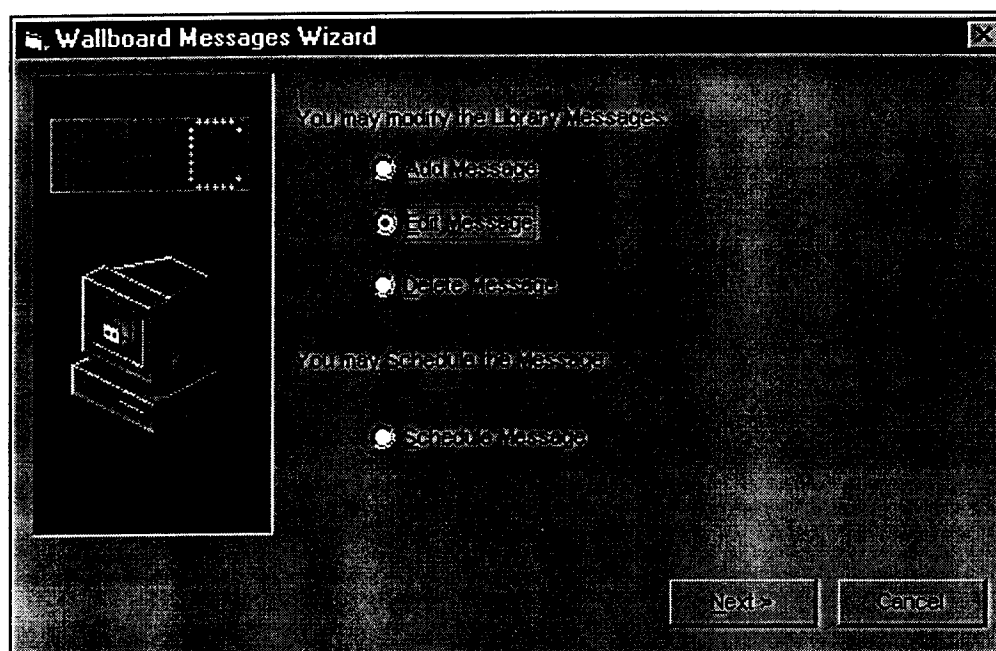
 Name  {Variable Data 1}   Current Status  {Variable Data 2}
  PCA  {Variable Data 3} .



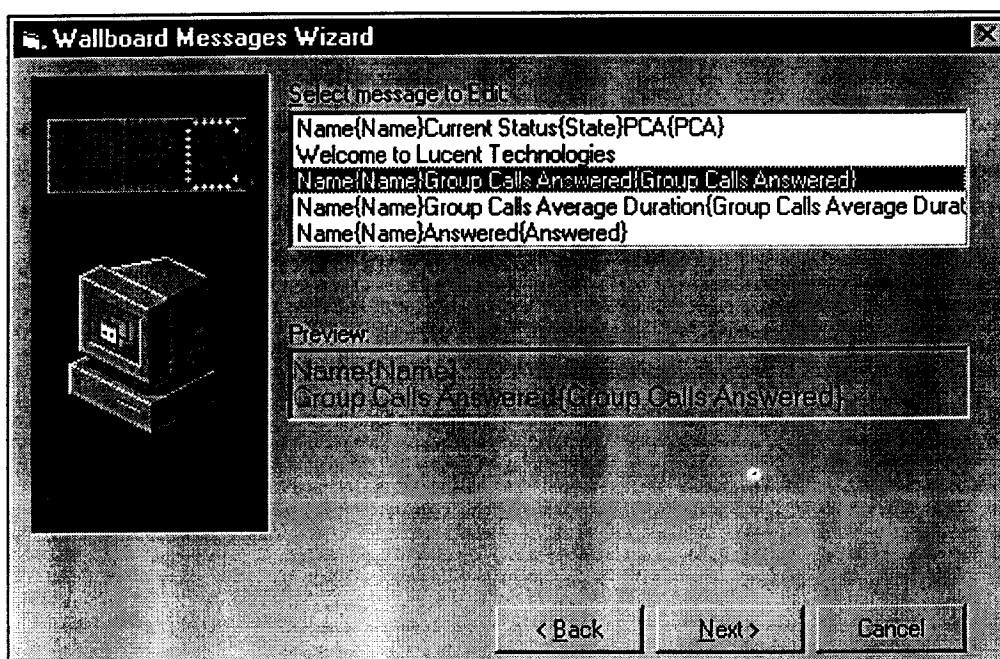
Edit Message

This section enables you to alter the selected message from the list of Messages.

1. From the **Wallboard Manager** main screen, click  **Messages**, the **Wallboard Messages Wizard** is displayed:



2. To alter a message, select **Edit Message**. Click **Next** to proceed to the following screen:



Select Message

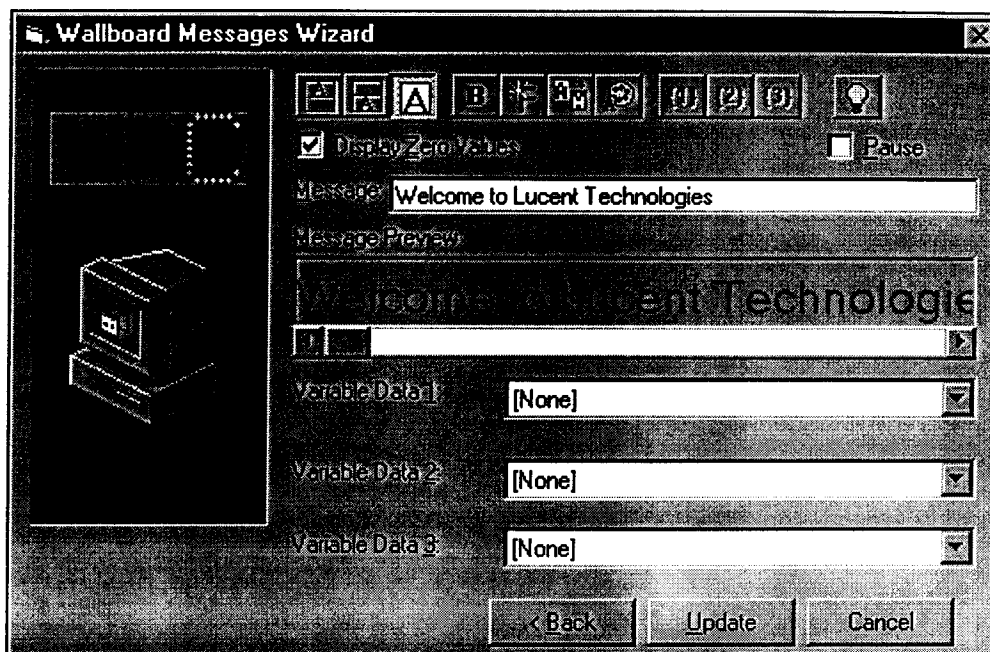
If there are more than six messages in the message list box, then the vertical scroll bar appears. Click  or  on the scroll bar, or drag  along the scroll bar to display the messages. Select the required message.

Preview Message

Preview shows the entire message, so you can adjust the message's layout prior to it being displayed on the wallboard device. It also shows the selected colour of the text. If the message is longer than the width of the Preview text box, then a horizontal scroll bar appears. Click  or  or drag  along the scroll bar to view the whole message.

Modify Message

1. Once you have selected your message, click *Next* to move to the following screen:



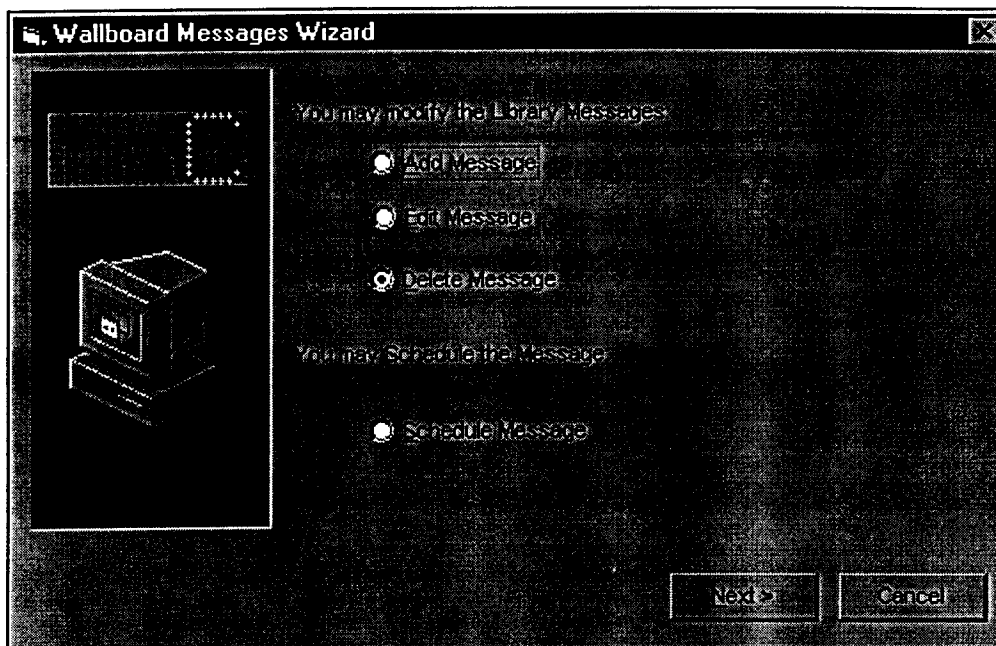
To edit the message follow the procedures explained in "Format Text" on page 21, "Display Zero Values" on page 23, "

Pause Message" on page 23, "Message Display Setup" on page 24, "Variable Data" on page 25 " and Update Message" on page 25.

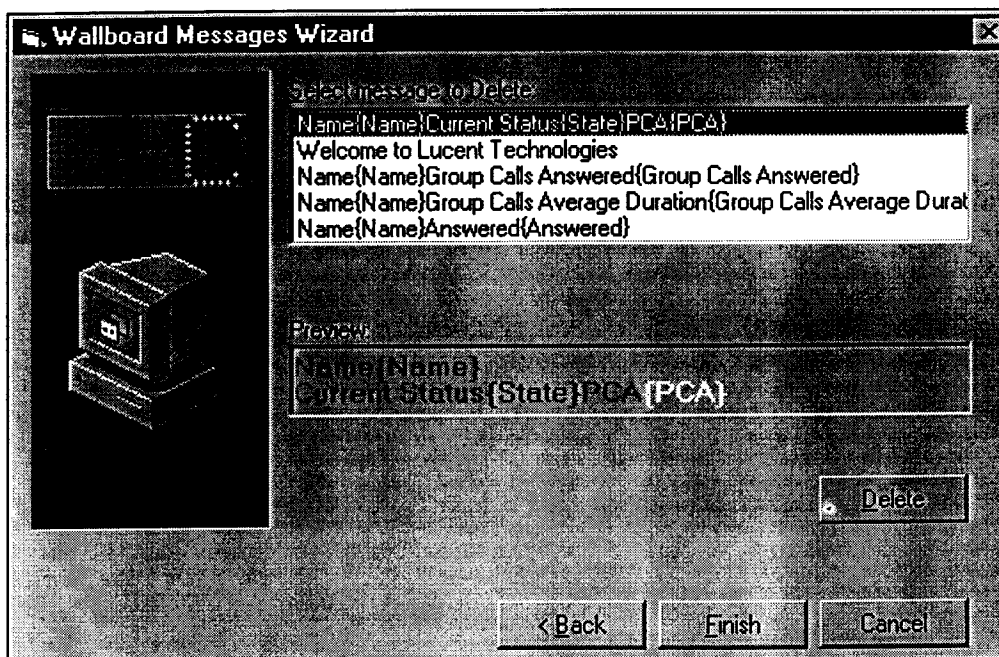
Delete Message

This section enables you to delete messages from the Library Messages.

From the Wallboard Manager main screen, click , the Wallboard Messages Wizard is displayed:



To delete a message, select **Delete Message**. Click **Next** to proceed to the following screen:



Select Message

If there are more than six messages in the message list box, the vertical scroll bar appears. Click  or  on the scroll bar, or drag  along the scroll bar to display the messages. Select the required message.

Delete Message

To delete the selected message, click **Delete**. Once you have completed deleting the required messages, click **Finish** or **Back** and the wizard rotates to the first screen of Wallboard Messages Wizard.

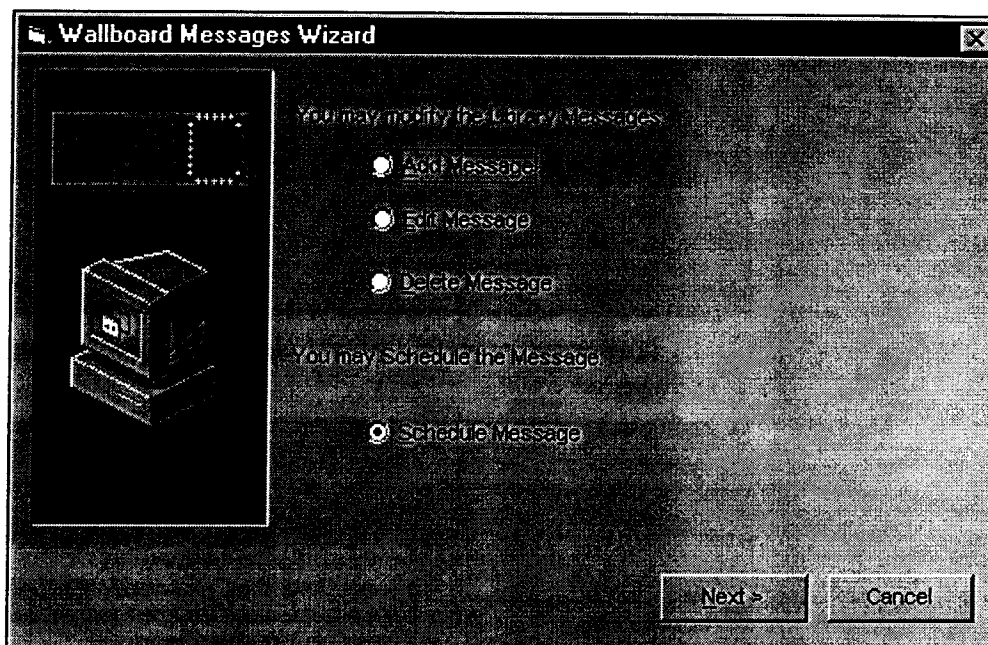
Scheduling Messages

General

This section enables you to schedule your required message(s) using the wizard screens provided. There are 6 screens related with this wizard provided your message incorporates Variable Data. If your message does not incorporate Variable Data, then there are only 5 screens.

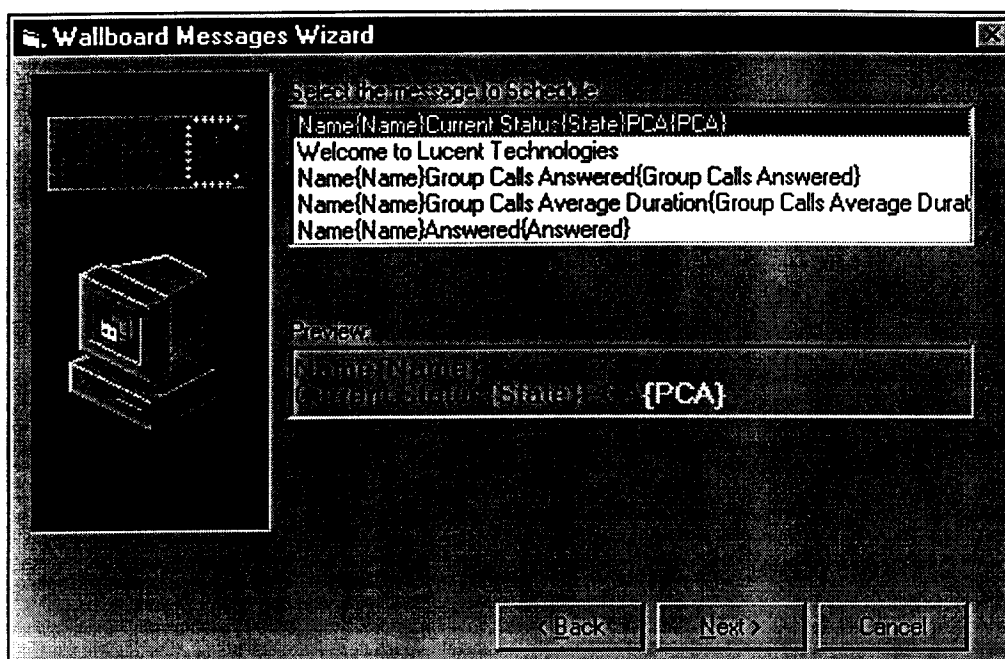
Step 1 of 6 – Start Schedule Messages

From the INDeX Wallboard Server main screen, click  Messages, the Wallboard Messages Wizard is displayed:



Step 2 of 6 – Select Message

Select Schedule Message. Click *Next* to proceed to the following screen:



Select Message

If there are more than seven messages the vertical scroll bar appears. Click  or  on the scroll bar, or drag  along the scroll bar to display the messages. Select the required message.

Preview Message

Preview shows the entire message, so you can adjust the message's layout prior to it being displayed on the wallboard device. It also shows the selected colour of the text. Click  or , or drag  along the scroll bar to view the whole message.

Step 3 of 6 – Send Message

Once you have selected your message, click Next, to move to the following screen:

Send Message Immediately

If you want to Send the message immediately to a wallboard device, ensure "☒ *Send the message immediately*" is selected then click Next to move to the next screen. Otherwise adjust the date and time of the message as explained below,

To set the date and time for the selected message to appear on the wallboard device, click "☐ *Send the message immediately*" which enables the Start Date and Time fields.

Set Start Date

1. To change **Start Date** either:
 - Highlight the fields individually (i.e. Day, or Month, or Year), then type the numbers; or
 - Highlight all the fields, then type the date as 'DayMonthYear' (e.g. 220898).
2. Press TAB on keyboard or use mouse cursor to move to the next field.

Set Start Time

1. To change **Start Time**, highlight the fields individually 'Hour:Minute', then click the spin button  to obtain the required time.
2. Press [TAB] on keyboard or use mouse cursor to move to the next field.

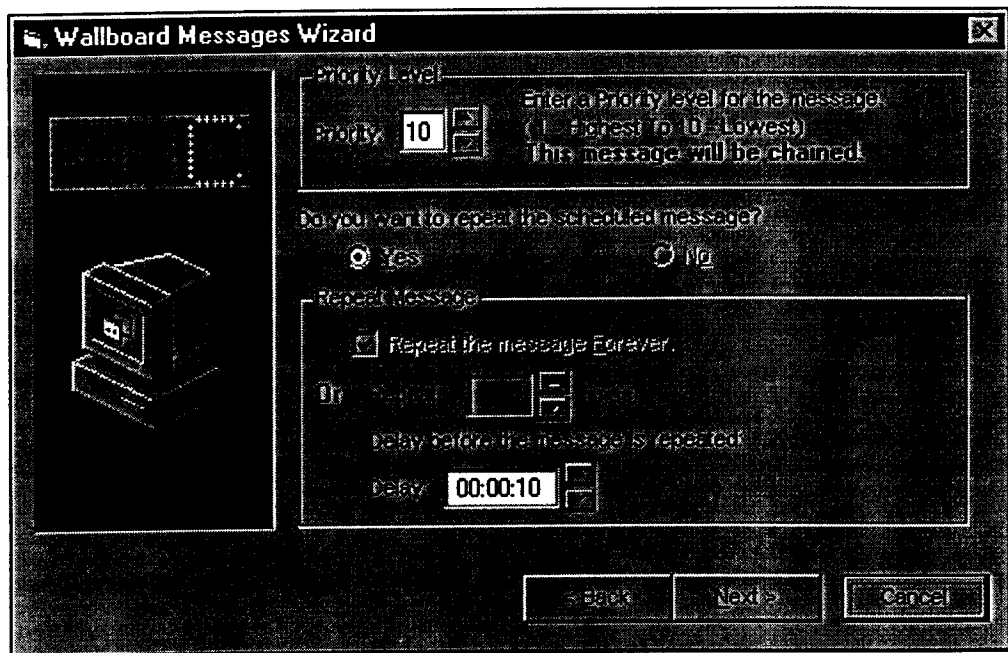
Set Duration Time

This field enables you to set the length of time for the message to be displayed on a wallboard device. To change Duration highlight the fields individually

'Hour:Minute:Second', then click the spin button  to obtain the required time. By default the Duration is set to 10 second.

Step 4 of 6 – Repeat Scheduled Message

Click *Next*, to move to the following screen:



Priority Level

This option enables you to priorities your message as it is scheduled to be displayed on the wallboard device. To change the Priority Level, click spin button  to obtain the required number. The default level is set to 10. Level 1 is the Highest.

Scheduled Messages with priority level 10 will be chained. Chaining allows you to display messages on a wallboard device in sequence. This allows a series of messages to be displayed one after the other. When a message is chained, the Start Date, Start Time and Delay are adjusted automatically such that the message can be displayed in the correct sequence.

Note

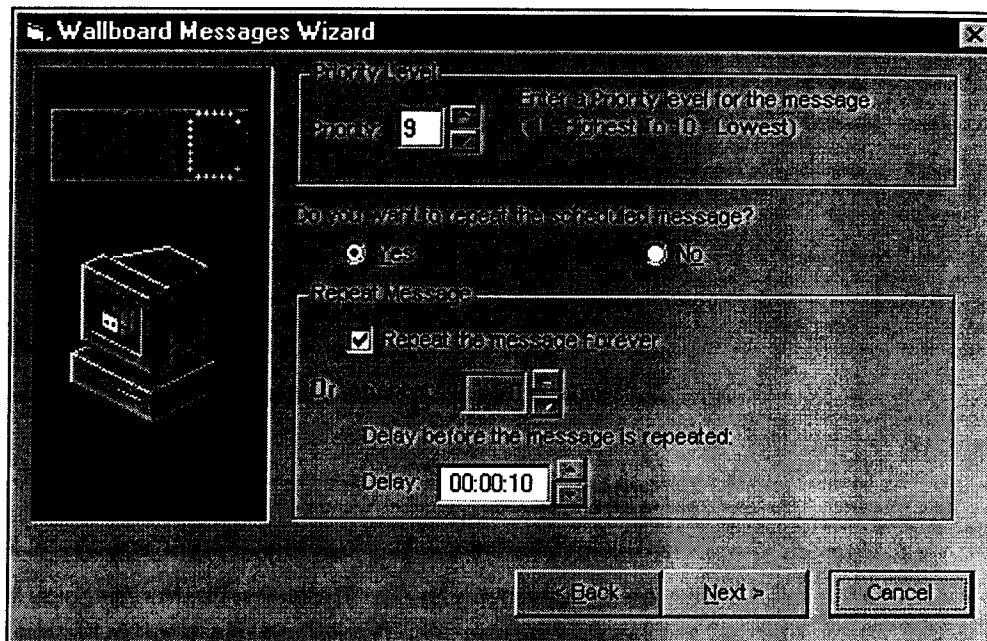
The Schedule List displays the order of when a message was scheduled, so chained messages may not be displayed on the Scheduled List in the correct order. The 0 (zero) value will always be displayed on the wallboard device(s) for a Scheduled Message with Priority Level 10 (i.e Chained Message).

Repeat Message

By default, Scheduled Message(s) with Priority Level 10 will always be displayed continuously on the wallboard device(s). You have the option of setting this feature for Scheduled Message(s) with Priority Level 1 – 9.

If you want to display the message only once on the wallboard device, select the **No** option, click *Next* to move to "Step 5 of 6 – Select Directory Numbers" on page 35.

If you wish to repeat the message on a wallboard device, select the **Yes** option, then the following appears in the screen:



1. To display the message on the wallboard device repeatedly, click "☒ Repeat the message Forever".
2. To display the message on the wallboard device only a few times, click the spin button  to obtain the required number (min-0, max-999).

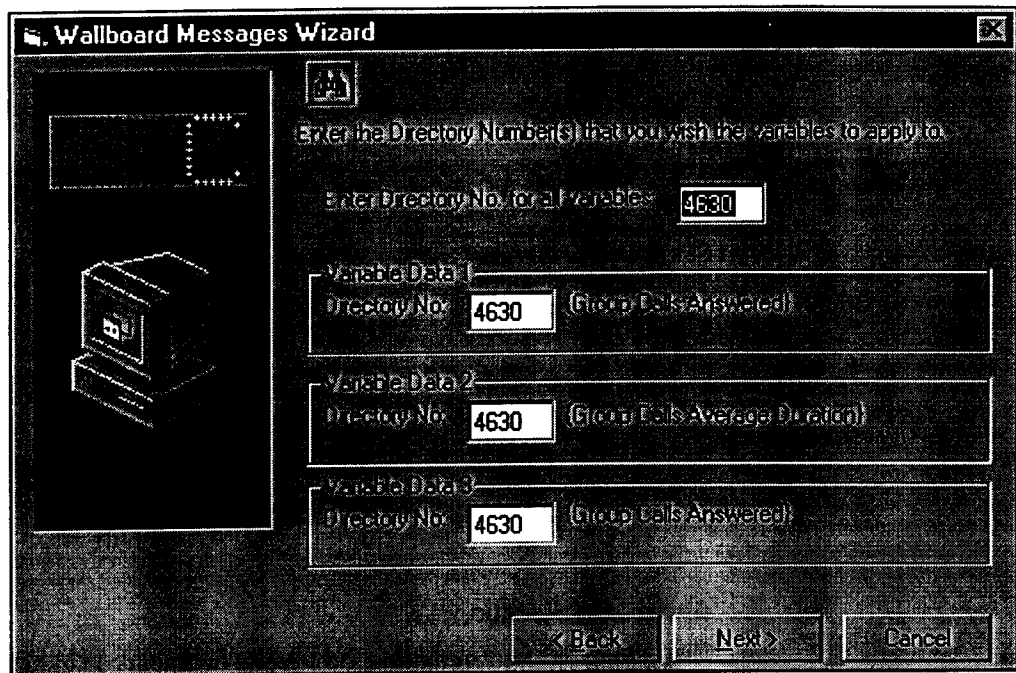
Delay Message

This option provides a pause between each message, click one of fields (Hour:Minute:Second), and then click the spin button  to obtain the required number. By default the Delay is set to 10 second

Click *Next*, to move to the following screen.

Step 5 of 6 – Select Directory Numbers

This screen appears only if you selected a message that contains Variable Data.



The selected Variable Data is displayed against each directory number. The number of entry boxes depends upon the number of Variable Data (1,2 or 3) incorporated in the message. (i.e. if a message contains only one Variable Data, then one entry box will appear in this screen).

Directory Number for all Variables

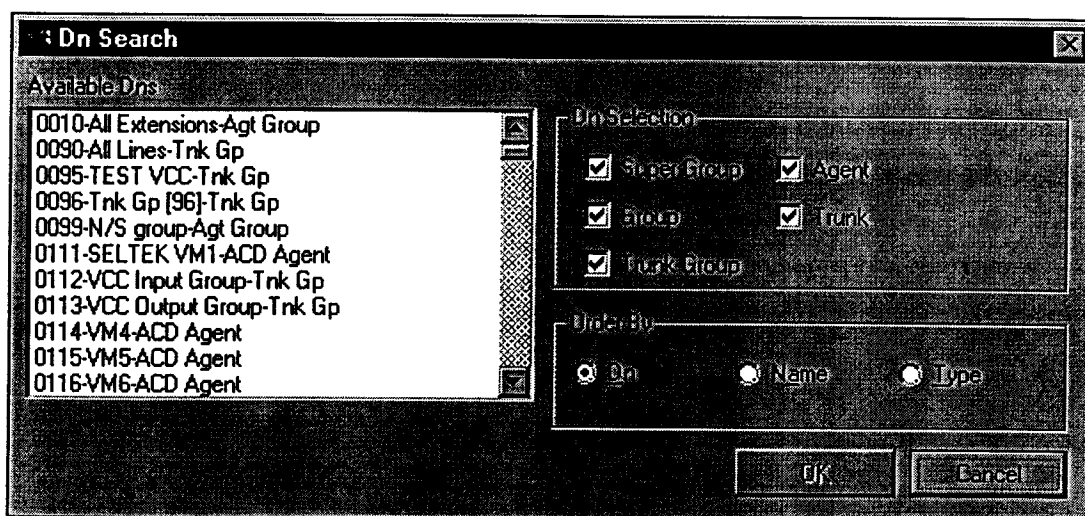
To monitor the call status of only one directory number for the selected message, then enter the required directory number in this text box. The same number is entered automatically in the selected variable(s).

Directory number for individual Variable

To monitor two or three different directory numbers for the selected message, then enter the required directory number in each Variable Data entry box.

Search and select Directory Number

Click  or double click a Variable Data box, the following screen appears:



a) Dn Selection

By default, the **Available Dns** list box contains all the directory numbers within the INDeX Telephone System associated with the selected **Dn Selection** categories (i.e. Group, Agent, etc.).

If only one category has been selected then only the directory numbers associated with that category will be displayed in the **Available Dns** list box.

1. To deselect any of the categories, click a ☒ associated with that category.
2. To select any of the categories, click a ☐ associated with that category.

b) Set the Directory Number Order

The **Available Dns** can be in three different order:

- Dn (Directory Number 0-1999); or
- Name (Directory Number name alphabetically); or
- Type (Directory Number type alphabetically).

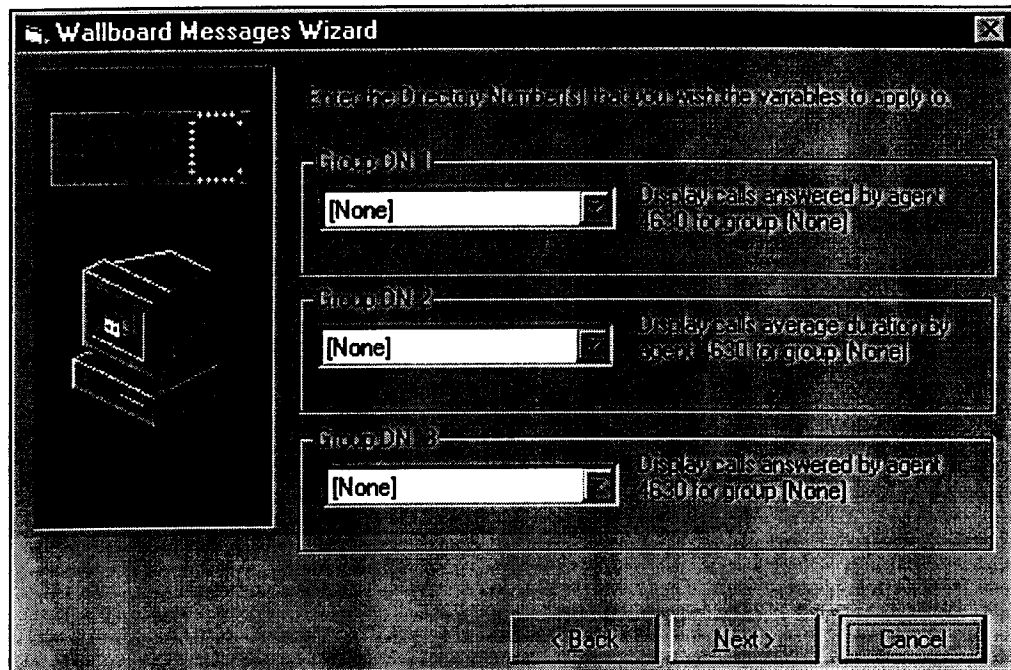
Click ☐ associated with the required order.

c) Select Directory number

- Click the required Directory Number, then click **OK**;
- or
- Double click the directory number.

Message containing Group Calls Answered and/or Group Calls Average Duration Variable Data

If the selected message contains Group Calls Answered and/or Group Calls Average Duration Variable Data, select the Agent directory number and then click **Next**, the following screen appears:



Group DN x (i.e. 1-3) is associated with the respective Variable Data x (i.e. 1-3) when group Calls Answered or Group Calls Average Duration data are present in a message.

Group DN x lists the Group(s), if any, to which the Agent Directory Number selected in Variable Data x belongs.

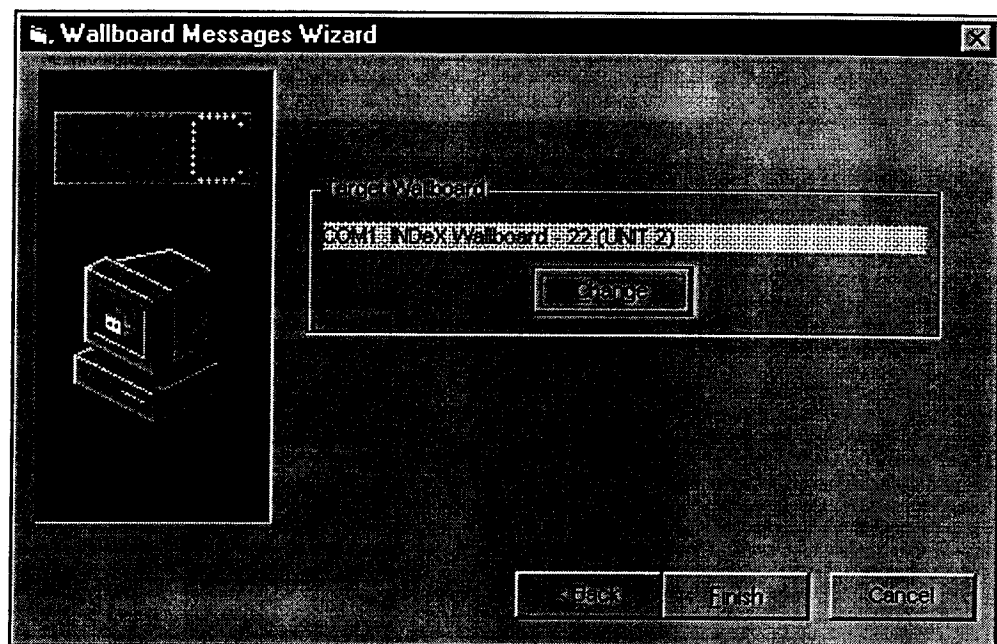
'None' will be displayed, either:

- If the selected Agent Directory Number is not a member of any group; or
- No calls have been answered by the Agent.

To select a group, click the pull down arrow associated with Group DN x and select the required Group number.

Step 6 of 6 – Select Wallboard Devices

Click *Next* to move to the following screen:

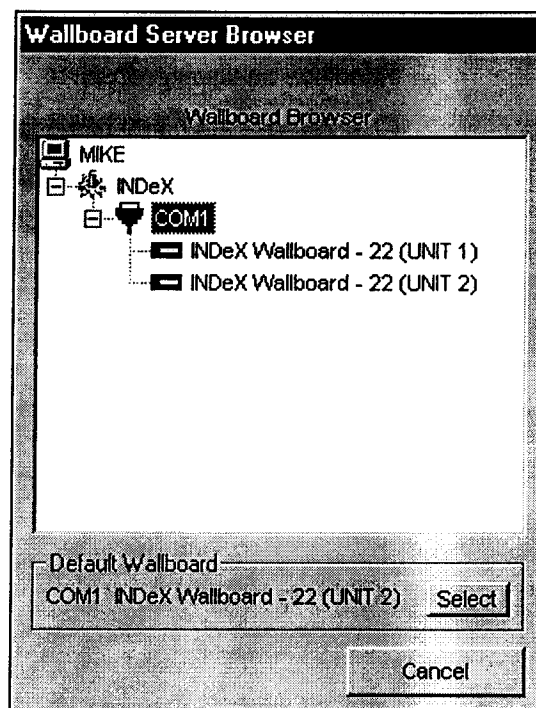


Target Wallboard

This indicates the wallboard device the scheduled messages will be displayed on.

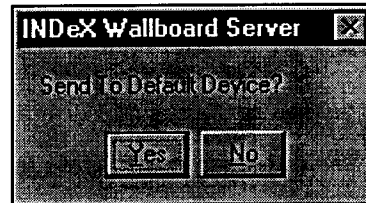
Change Target Wallboard

To display the scheduled message on a different wallboard device, click *Change* the following screen appears:



The screen displays the Wallboard devices connected to the PC that the INDeX Wallboard Server is running.

1. + symbol adjacent to a wallboard device hides the available configured devices.
2. Click + to see the list of available options.
3. – symbol adjacent to a wallboard device shows the list of available wallboard devices.
4. Click the required device.
5. Once you have selected the Wallboard Device, click *Select*, the following screen appears:



6. Click *Yes* or *No* as required.

Finish Scheduling Message

When you have finished programming your message, click *Finish*, the wizard is rotated to the first screen of Wallboard Messages Wizard.

Devices

General

This section enables you to install and configure wallboard devices using the wizards provided.

The features explained are:

- Add/remove Device
- Device Properties
- Set Default Device
- Reset Device
- Diagnostics Self Test.

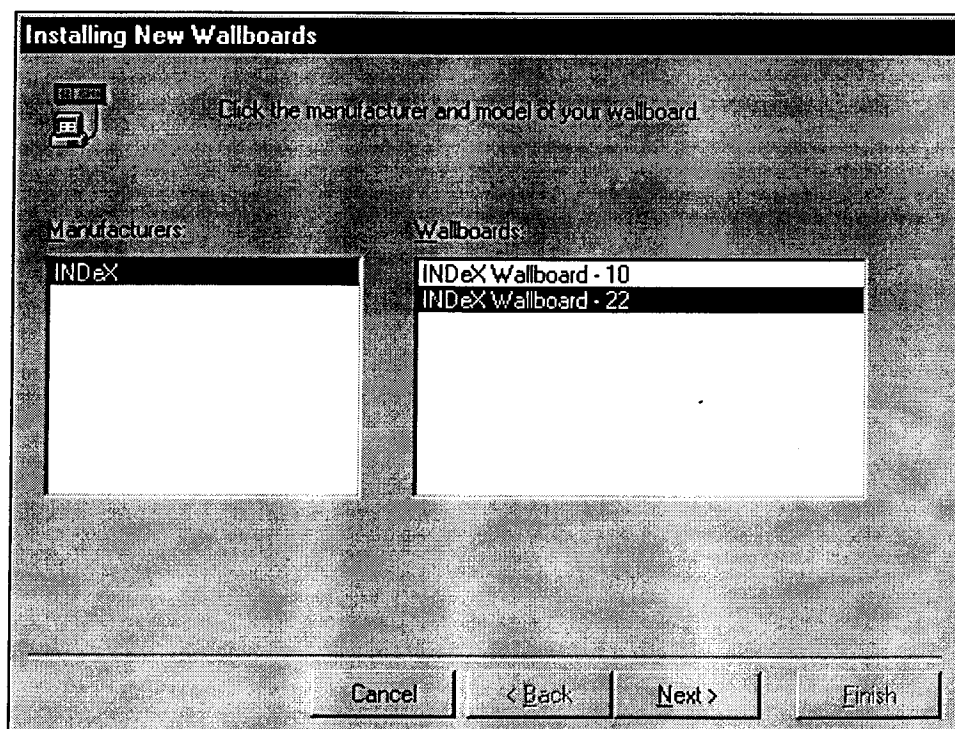
Note

This option is disabled within the INDeX Wallboard Client.

Install New Wallboard

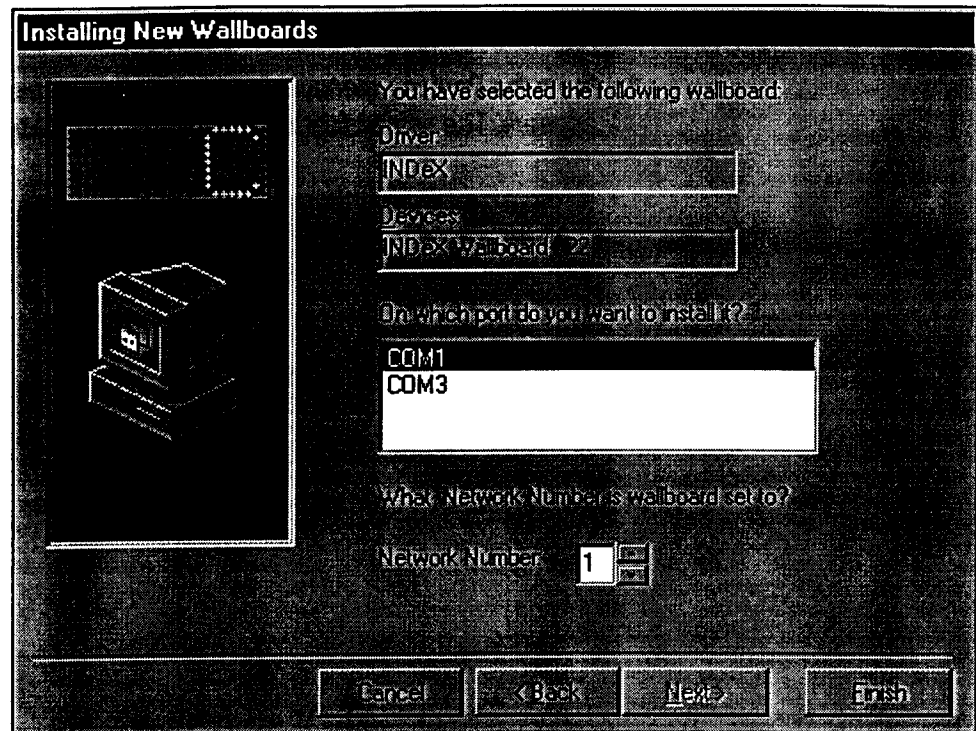
This section enables you to add wallboard devices using the wizards provided. Maximum of 32 wallboard devices can be connected to the INDeX Wallboard Server PC.

1. From the **Devices** menu, select **Install New Wallboard**, the following wizard appears. The screen lists the available Wallboard Manufacturer(s) and Model(s).



2. Click your required wallboard manufacturer and model.

3. Click *Next* to move to the following screen:



This screen indicates the wallboard Driver and the Device.

4. Select the required Communications Port.

Note

Only available Com Ports will be displayed (i.e. not already in use, such as mouse).

5. Enter the Network Number. There are 32 numbers available.
By default Network Number 0 selects all the available wallboard devices.

Note

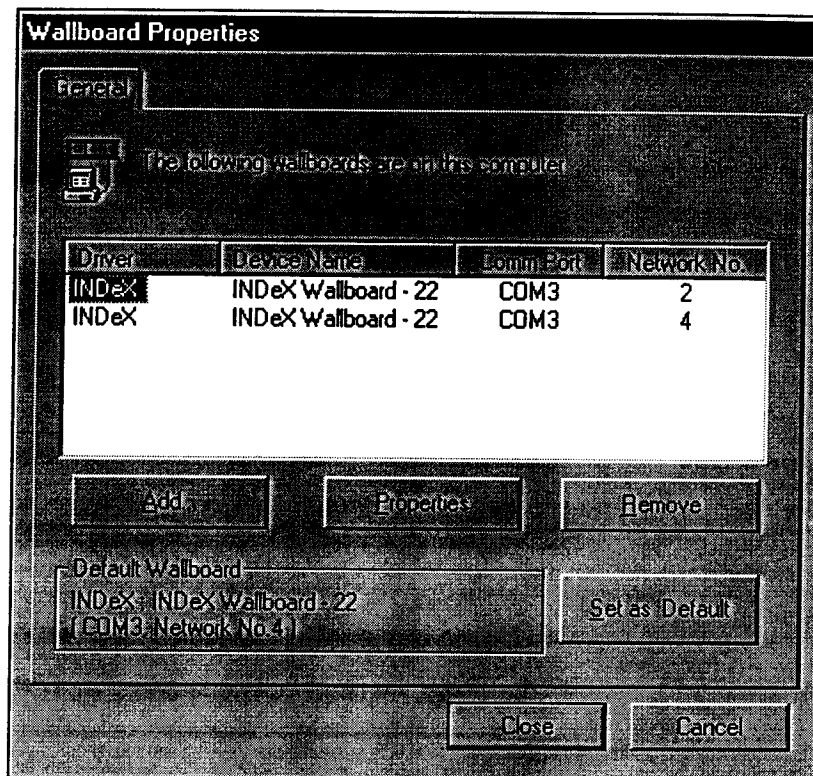
The Network Number is the number on the back of the selected wallboard device.

6. To save the settings, click *Finish*.

Wallboard Properties

This section enables you to configure as well as add the wallboard devices using the wizards provided.

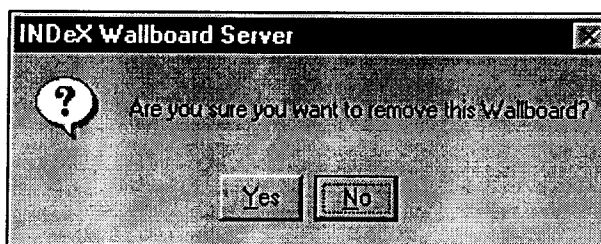
1. From the **Devices** menu, select **Wallboard Properties**, the following wizard appears. The screen lists the installed wallboard devices.



To set the selected wallboard as the default device, click *Set as Default*.

Remove Device

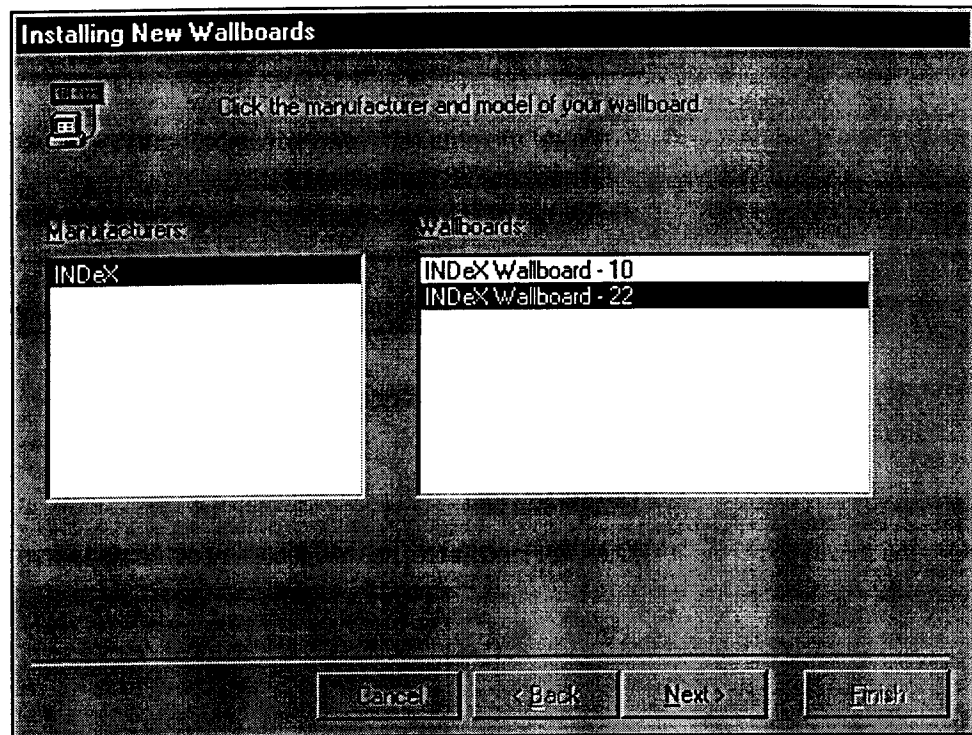
If you wish to remove the selected wallboard device, click *Remove* the following screen appears:



2. Click your required option.

Add Wallboard Devices

1. Click *Add*, the following screen appears:

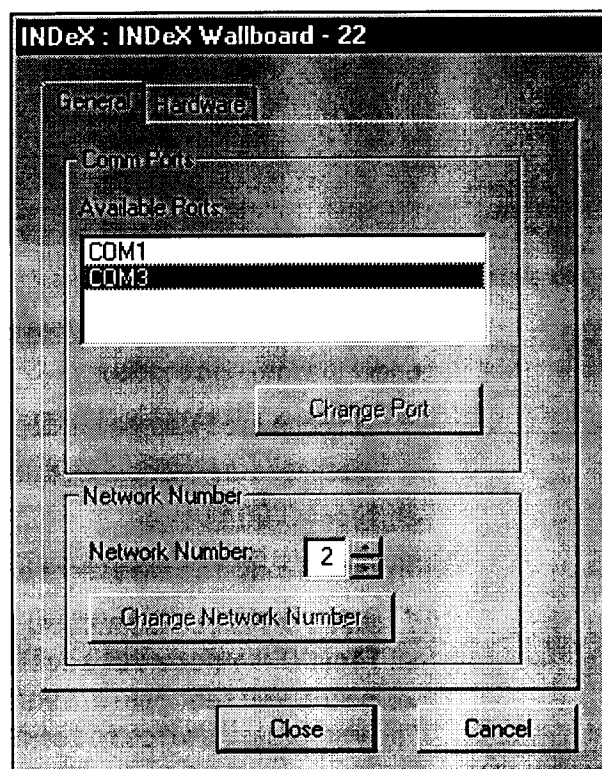


Follow "

Install New Wallboard" procedures on page 40

Properties

To check the configuration of a wallboard device, select the wallboard, click Properties, the following screen appears:



General Tab

1. To change the Comm Ports, select a port from the Available Ports and then click *Change Port*.

Note

The COM Port that is being used for the PC mouse will not be listed.

2. Enter the required Network Number and then click *Change Network Number*.
There are 32 numbers available.
By default Network Number 0 selects all the available wallboard devices.

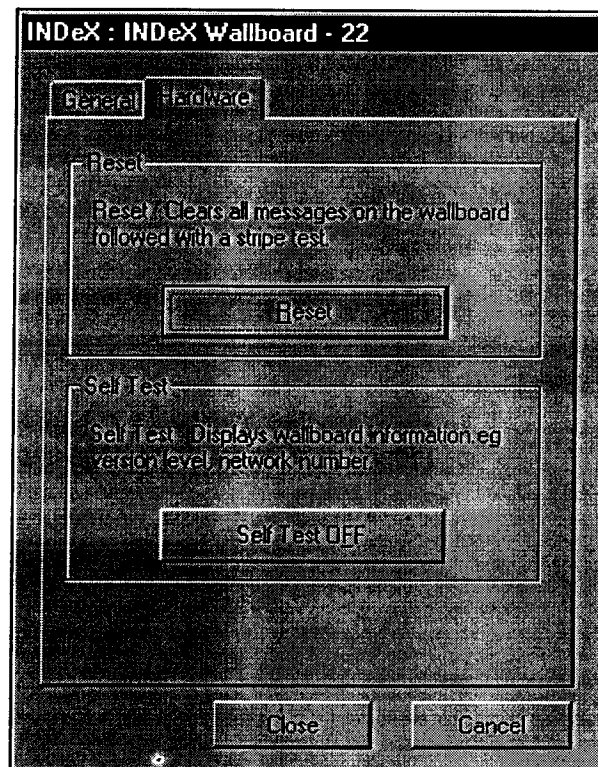
Note

The Network Number is the number on the back of the selected wallboard device.

3. To save the changes, click *Close*.

Hardware Tab

Click the **Hardware** Tab the following screen appears:



Reset

To clear messages on the selected wallboard device click *Reset*. Use this feature under the following conditions:

- No Scheduled Message is displayed on the device; or
- Messages are not displayed properly on the device.

Self Test Off/On Device

This feature must be used under extreme conditions only for diagnostics purposes.

To start a self test on the wallboard device, click *Self Test Off* which will toggle to **Self Test ON** to indicate that a self test is being performed. During this test the wallboard device settings (e.g. Version number, baud rate etc.) will be displayed. The test message is repeated continuously until you click *Self Test OFF*.

Alarm Messages

General

Wallboard Manager application provides a list of alarm messages which can be accessible from other applications, e.g. INDeX Call Centre View.

This section enables you to add, edit and delete alarm message(s) using the wizard screens provided.

The features explained are:

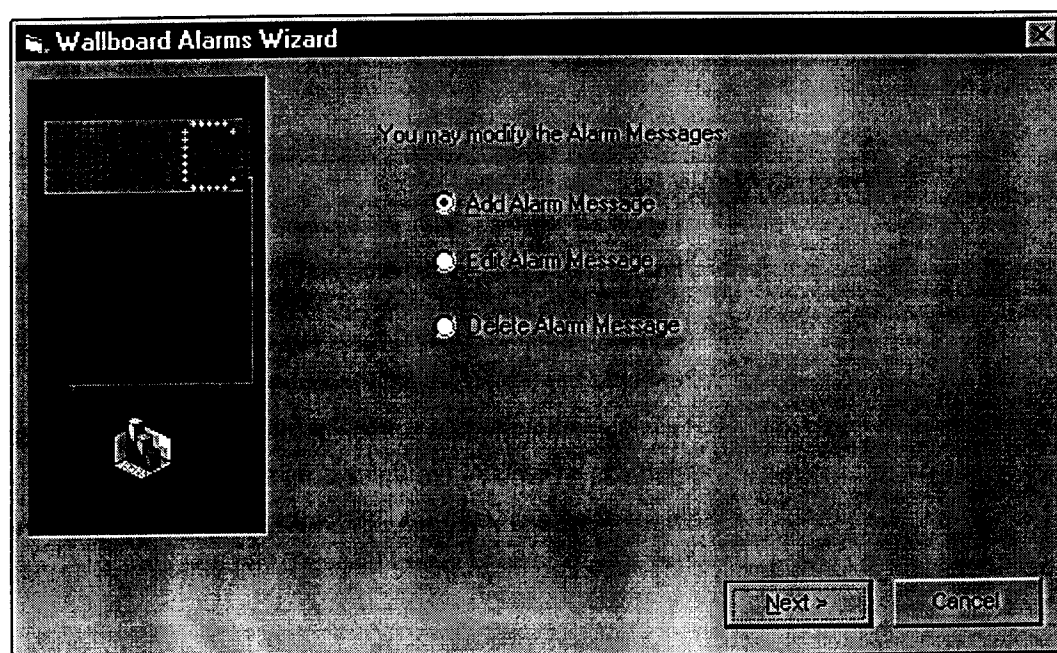
- Add Alarm Messages
- Edit Alarm Messages
- Delete Alarm Messages

INDeX Wallboard Client does not support this feature.

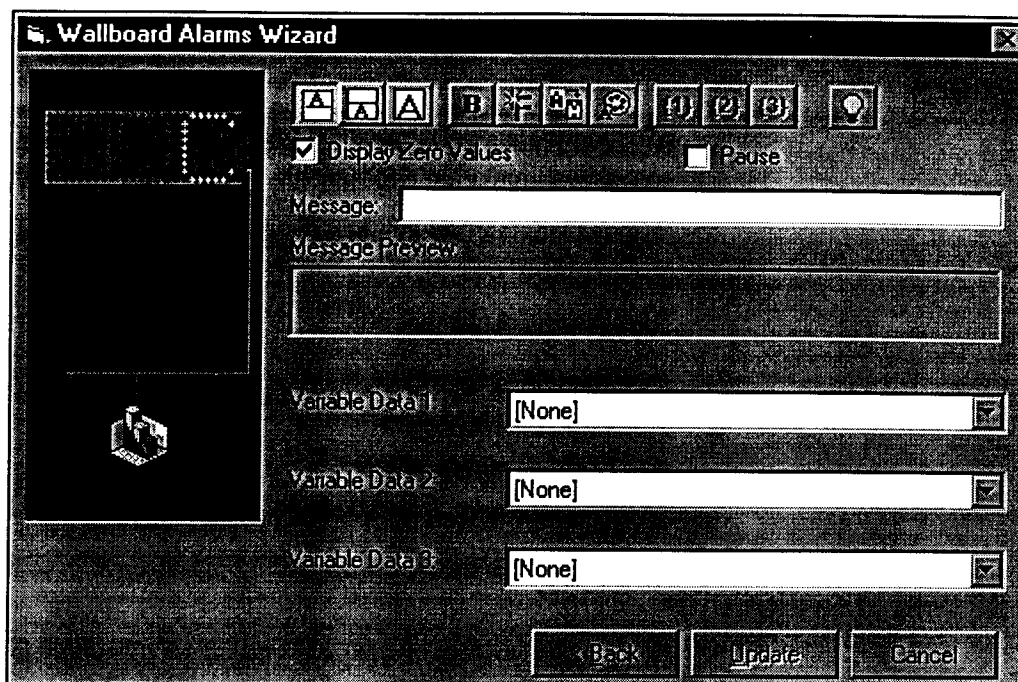
Add Alarm Message

This section enables you to write your alarm message and include it to the list of alarm messages.

From the **File** menu, and select **Alarm Messages**, the following screen appears:



By default, Add Alarm Message is selected. Click *Next* to proceed to the next screen:



Prior to typing a message, you **must** select the format of the characters and the colour of the message on the wallboard device.

A message can either be ordinary text or text incorporating variable data.

Preview Message

Message Preview shows the entire message, so you can adjust the message's layout prior to being displayed on the wallboard device. It also shows the selected colour of the text. If the message is longer than the width of the Message Preview text box, then a horizontal scroll bar appears. Click or or drag along the scroll bar to view the whole message.

To write an alarm message follow the procedures explained in "Format Text" on page 21, "Display Zero Values" on page 23, "

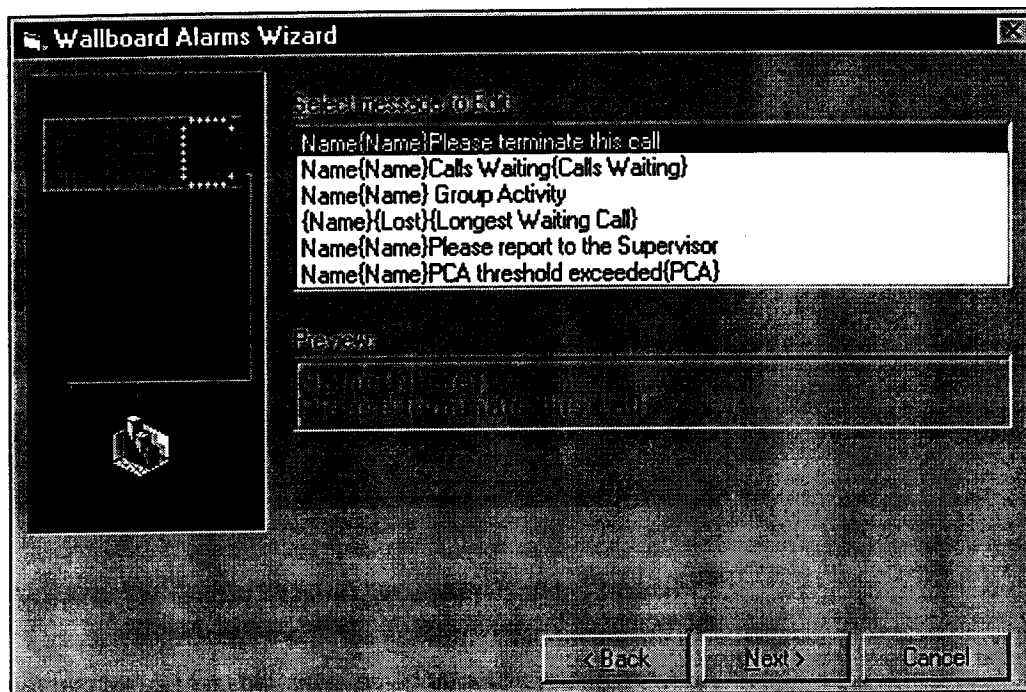
Pause Message" on page 23, "Message Display Setup" on page 24, "Variable Data" on page 25 " and Update Message" on page 25.

Edit Alarm Message

This section enables you to make changes to the selected alarm message from the list of Alarm Messages.

From the **File** menu, select **Alarm Message**, the Wallboard Alarms Wizard screen:

To edit an alarm message, select **Edit Alarm Message**. Click **Next** to proceed to the following screen:



Select Message

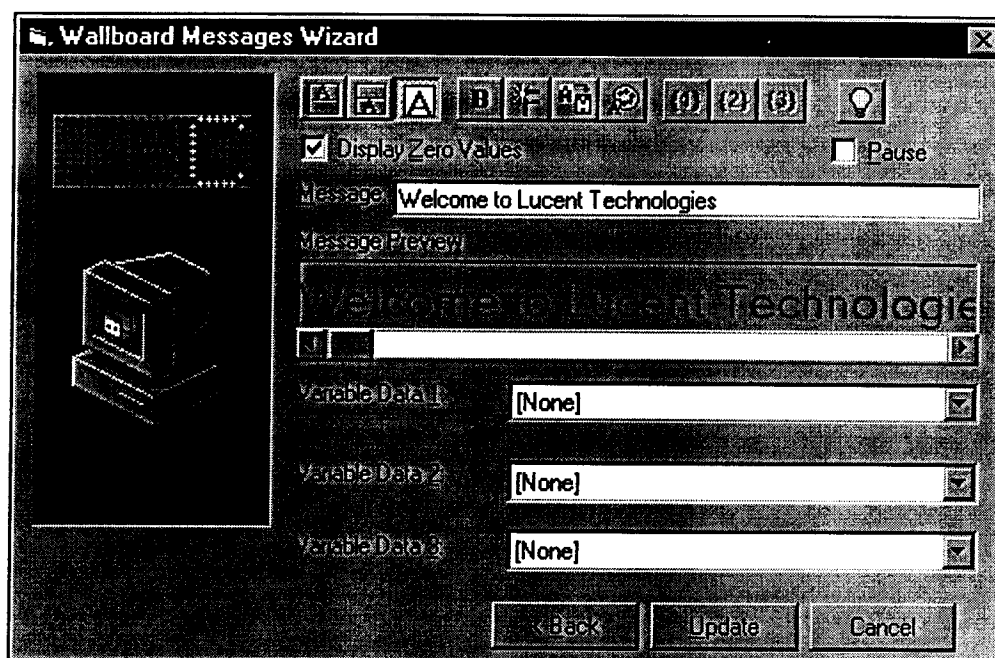
If there are more than seven messages the vertical scroll bar appears. Click  or  on the scroll bar, or drag  along the scroll bar to display the messages. Select the required message.

Preview Message

Preview shows the entire message, so you can adjust the message's layout prior to it being displayed on the wallboard device. It also shows the selected colour of the text. Click  or  or drag  along the scroll bar to view the whole message.

Modify Message

Once you have selected your message, click *Next* to move to the following screen:



Prior to typing a message, you **must** select the format of the characters as well as the colour of the message on the wallboard device.

A message can either be an ordinary text or a text incorporating variable data.

To edit an alarm message follow the procedures explained in "Format Text" on page 21, "Display Zero Values" on page 23, "

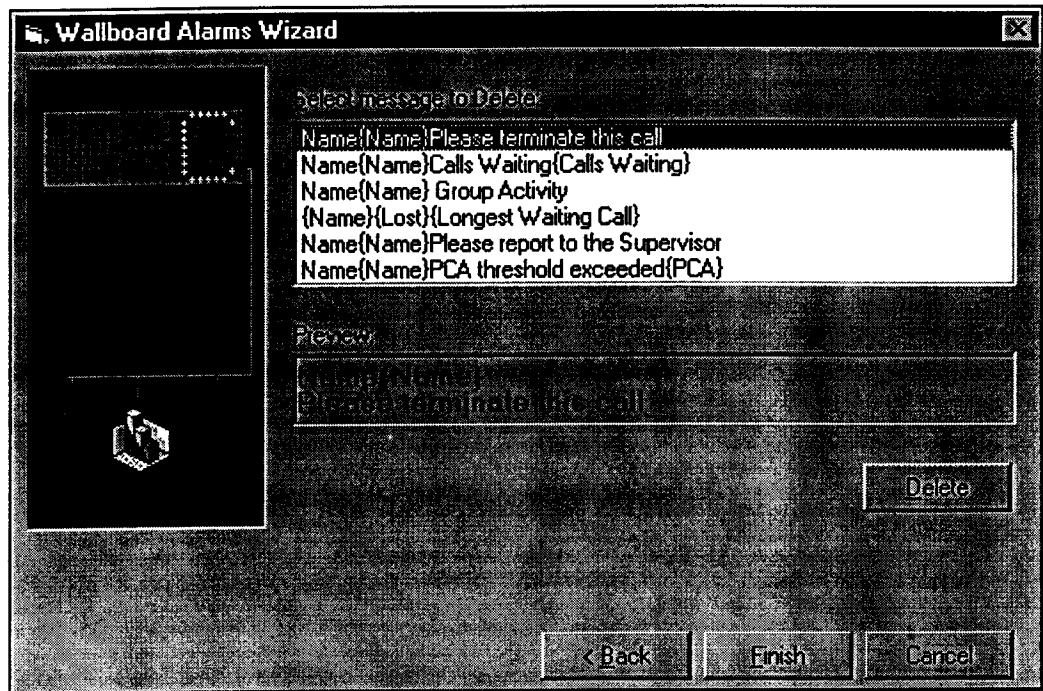
Pause Message" on page 23, "Message Display Setup" on page 24, "Variable Data" on page 25 " and Update Message" on page 25.

Delete Alarm Message

This section enables you to delete messages from the Library Messages.

From the **File** menu bar, select **Alarm Message** the Wallboard Alarms Wizard is displayed:

To delete a message, select **Delete Alarm Message**. Click *Next* to proceed to the following screen:



Select Message

If there are more than seven messages the vertical scroll bar appears. Click or on the scroll bar, or drag along the scroll bar to display the messages. Select the required message.

Preview Message

Preview shows the entire message, so you can adjust the message's layout prior to it being displayed on the wallboard device. It also shows the selected colour of the text. Click or or drag along the scroll bar to view the whole message.

Delete Message

To delete the selected message, click *Delete*. Once you have completed deleting the required messages, click *Finish* or *Back* and the wizard rotates to the first screen of **Wallboard Alarms Wizard**.

Alarm Setting

General

Alarms received from other applications are classified as Emergency, Alarm and Standard alarm types. Their priority level is set within the INDeX Wallboard Sever application.

This section enables you to select the text format for each type of received alarm message(s) to be displayed on the device(s).

The Alarm categories are:

- Emergency (Priority Level 1): **Currently not implemented.**
- Alarm (Priority Level 2): "Scripted Alarms" received from the INDeX Call Centre View application.
- Standard (Priority Level 3): "Send Message" received from the INDeX Call Centre View application.

Note

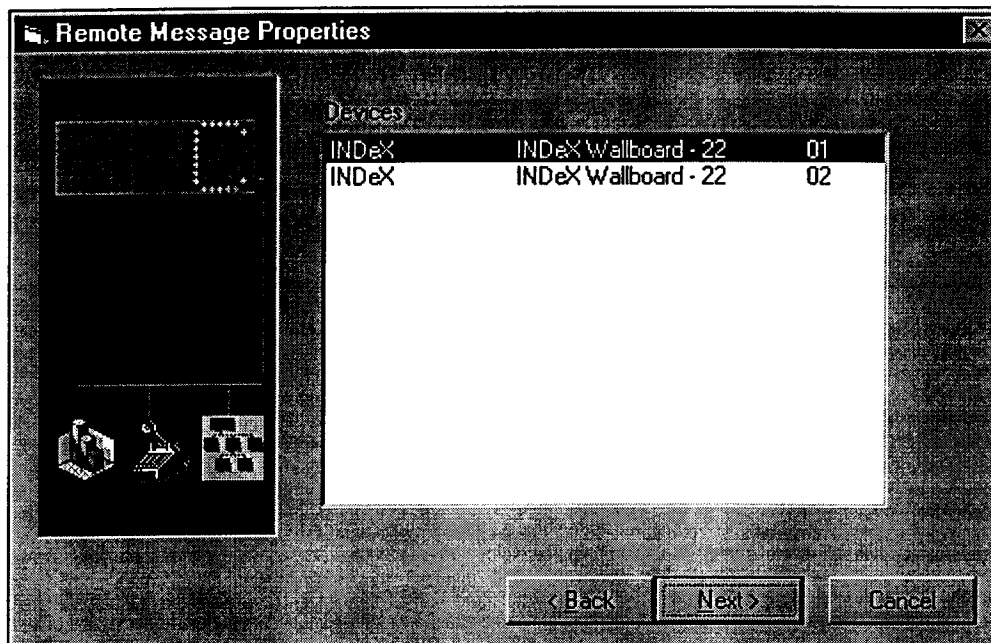
To display Scripted Alarms, you must ensure "Forward Alarms" has been checked within the INDeX Call Centre View application.

INDeX Wallboard Client does not support this feature.

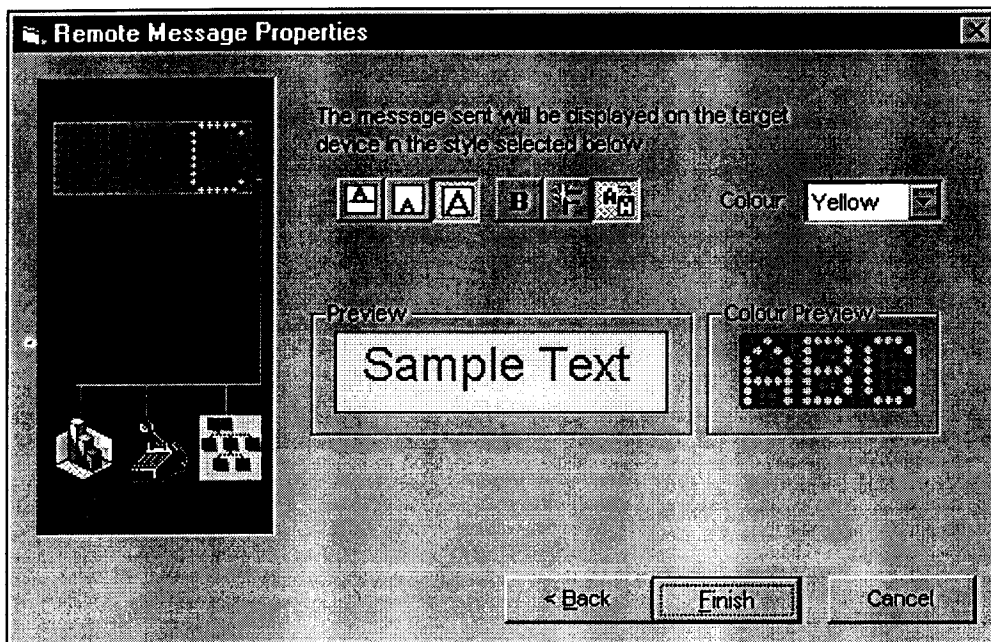
Alarm Message

When an Alarm message is received from another application, it will be displayed on the selected wallboard device, with priority level set to 2.

From the **File** menu, select **Alarm Setting**, then from the Remote Message Properties, select **Alarm**. Click *Next* to proceed to the following screen:



This screen enables you to select the wallboard device destination. Click the required device and then click *Next* to proceed to the following screen:



This screen enables you to specify whether to display the message on the top line, bottom line (single height), or double height of a wallboard device. It is possible to display two (single height) messages at once.

You can apply character formats to the text (e.g. bold, flashing or inverse).

You can also change the colour of the text to be displayed on the wallboard device.

Preview and **Colour Preview** show the format and colour of the **Alarm Message** to be displayed on the selected wallboard device.

1. To format the characters, click any of the option(s) as required i.e.:

 (Bold),  (Flashing) and  (Inverse).

2. To alter the display line of text, click  (Top line),  (Bottom line) and  (Double Height). By default  (Double Height) is selected.

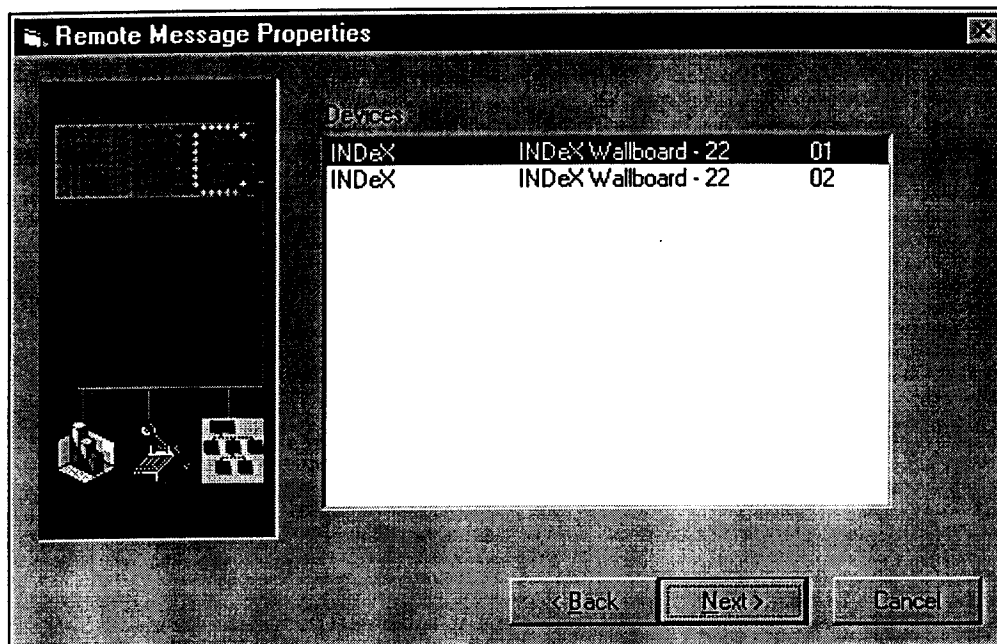
3. To change the colour of the characters on the wallboard device, click the  pull down arrow associated with **Colour**. Select from the listed options.

4. To save the settings, click *Finish*. The wizard is rotated to the first **Remote Message Properties** screen.

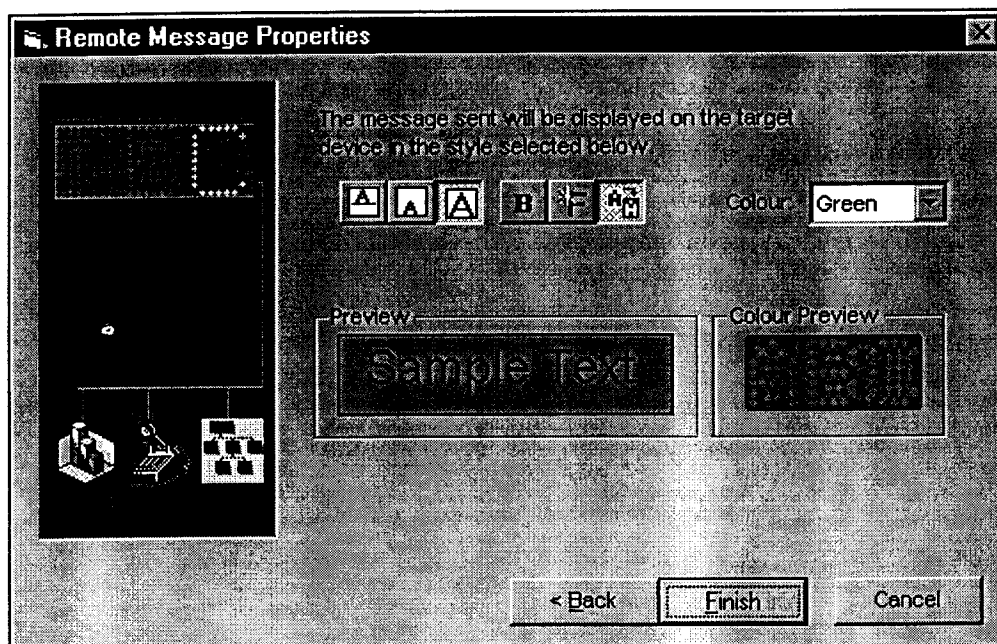
Standard Message

When a Standard Alarm message is received from another application, it will be displayed on the selected wallboard device, with priority level set to 3.

From the **File** menu, select **Alarm Setting**, then from the Remote Message Properties, select **Standard**. Click *Next* to proceed to the following screen:



This screen enables you to select the wallboard device destination. Click the required device and then click *Next* to proceed to the following screen:



This screen enables you to specify whether to display the message on the top line, bottom line (single height), or double height of a wallboard device. It is possible to display two (single height) messages at once.

You can apply character formats to the text (e.g. bold, flashing or inverse).

You can also change the colour of the text to be displayed on the wallboard device.

Preview and **Colour Preview** show the format and colour of the **Standard Message** as it will be displayed on the selected wallboard device.

1. To format the characters, click any of the option(s) as required i.e.:

 (Bold),  (Flashing) and  (Inverse).

2. To alter the display line of text, click  (Top line),  (Bottom line) and  (Double Height). By default  (Double Height) is selected.
3. To change the colour of the characters on the wallboard device, click the pull down arrow associated with **Colour**. Select from the listed options.
4. To save the settings, click *Finish*. The wizard is rotated to the first **Remote Message Properties** screen.

Index

A

Add Devices 40, 43
Add Message 4, 19, 20
Alarm Message 4, 51, 52
 Add 46
 Delete 46, 50
 Edit 46, 48

B

Bold 21, 28, 47, 52, 54
Buzzer 21, 28, 47

D

Delete Message 4, 19, 29
Delete Scheduled Message 10, 12, 17
Device Properties 40, 42, 43
Display Zero Values 23

E

Edit Message 4, 19, 27, 28
Emergency Message 51

F

Find Server 14, 18
Flashing 21, 28, 47, 52, 54

I

INDeX Access Manager 3
INDeX Call Centre Manager 3
INDeX Call Centre View 3
INDeX Delta Server 3, 10, 14
INDeX Report Manager 3
INDeX Taskbar 6
 Add Users 8
 Log Off 7
 Log On 6
INDeX Wallboard Client 4, 14
 Exit 17, 18
INDeX Wallboard Manager 3
INDeX Wallboard Server 4, 10, 12, 14
 Exit 10, 13
Inverse 21, 28, 47, 52, 54

M

Message Display 24, 28, 47, 52, 54

P

Pause Message 23, 28, 47

R

Refresh Schedule 17, 18
Relay 21, 28, 47
Remove Devices 40, 42
Repeat Message 33
Reset Devices 40, 43

S

Schedule Message 4, 10, 12, 17, 30
Select Directory Number 35
Select Message 31
Send Message 32

Standard Message 51, 54

U

Update Message 25, 28, 47

V

Variable Data 4, 25, 28, 47

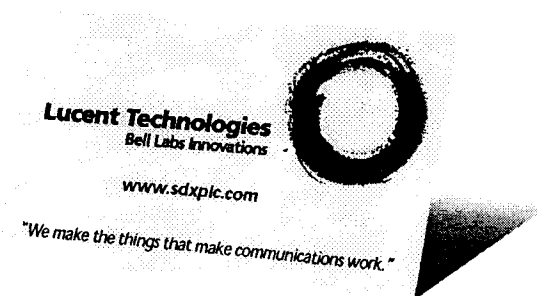
W

Wallboard Devices 32, 38, 40, 42

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